

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

Florida Bar No. 087319

Primary: Kenneth.Curtin@arlaw.com

Secondary: Ann.Jones@arlaw.com

David S. Bernstein

Florida Bar No. 454400

Primary: David.Bernstein@arlaw.com

Secondary: Lisa.D'Angelo@arlaw.com

Andrew J. McBride

Florida Bar No. 0067973

Primary: Andrew.McBride@arlaw.com

Secondary: Tanya.Yatsco@arlaw.com

ADAMS AND REESE LLP

150 Second Avenue N., Suite 1700

Telephone: (727) 502-8200

Facsimile: (727) 502-8282

Attorneys for Forest Lake Estates Co-op, Inc.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been furnished by electronic mail to the following parties this 20th day of March, 2015:

Friedman Law Firm
Martin S. Friedman
766 North Sun Drive, Suite 4030
Lake Mary, FL 32746
Email: mfriedman@ffllegal.com

Labrador Utilities, Inc.
Patrick C. Flynn
200 Weathersfield Avenue
Altamonte Springs, FL 32714-4027
Email: pcflynn@uiwater.com

Office of Public Counsel
J.R. Kelly/Stephen C. Reilly
c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, FL 32393-1400
Email: kelly.jr@leg.state.fl.us

Florida Public Service Commission
Jennifer Crawford
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Email: jcrawfor@psc.state.fl.us

/s/ Kenneth M. Curtin

Kenneth M. Curtin
Florida Bar No. 087319

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

CONSUMER QUESTIONNAIRE

NAME: Charles & Judy Kennedy DATE: _____

ADDRESS: 5914 Benz 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
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.

The price is very costly
for the poor quality of water.
(Mineral DIT eats thru taps & causes
corrosion) erosion of the metals.

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

BILL

CONSUMER QUESTIONNAIRE

NAME: JULIE FISHER

DATE: 2-24-15

ADDRESS: ~~470~~ 41319 WHITMER DR ZEPHYRUS FL

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

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

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.

TOO EXPENSIVE !

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

CONSUMER QUESTIONNAIRE

NAME: Claire Gellaire DATE: March 12/2015
ADDRESS: 6040 Presidential Circle

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 (washer)
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 the price of water extremely expensive. When I bought into this park I was paying \$15.00 per month 11 years ago

FOREST LAKE ESTATES CONCERN REPORT

YOUR NAME: yvan Rheault LOT # _____

ADDRESS: 6103 Forest Lake Dr.

TELEPHONE NUMBER: 813-782-4074

ADDRESS & NATURE OF THE CONCERN:

NAME: Same as above LOT # 314

ADDRESS: _____

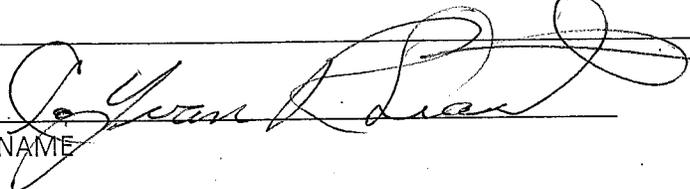
TELEPHONE NUMBER: _____

RESIDENT'S SIGNATURE _____

DATE _____

FOLLOW UP:

Cracked sidewalk in front
of driveway


NAME

March 12 2015
DATE

VIOLATION LETTER _____
FOLLOW-UP LETTER _____

CC: STUART _____
MORALES _____
FILE _____

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

CONSUMER QUESTIONNAIRE

NAME: MARLENE DARGAUEK DATE: MARCH 12/15
ADDRESS: 41215 WHITMER DR ZEPHYRUS

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.

PRICE IS TOO HIGH

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

CONSUMER QUESTIONNAIRE

NAME: LEWIS WHITE & BARBARA SAUNDERS DATE: MAR. 9, 2015

ADDRESS: 5646 VIAU WAY

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.

RATES FOR WATER & SEWER HAVE BEEN SIGNIFICANTLY INCREASING
ANNUALLY

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

CONSUMER QUESTIONNAIRE

NAME: GARY ROCHEFORT DATE: 3-17-15
ADDRESS: 6418 UTOPIA DR. Z-HILLS FL. 33540

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: JIM DILL DATE: 3/12/15
ADDRESS: 5703 JESSUP DR 2HILLS 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.

The water & sewage service provided in the
worst I have ever seen in my life. Being
former military, I have travelled around
the world & USA and have never had
anything as disgusting as what we get
here!!

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

CONSUMER QUESTIONNAIRE

NAME: Barbara A Johnson DATE: _____
ADDRESS: 6253 UTOPIA 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: Ruth Bryson DATE: 3-12-2015

ADDRESS: 5925 JESSUP 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.

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

CONSUMER QUESTIONNAIRE

NAME: John & Gail Natale DATE: 03/12/2015

ADDRESS: 6450 Presidential Cir 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.

There have been times when the water stinks so bad that I have been unable to shower in it.
There are times that an obnoxious odor fills the park (depending on wind conditions) from the waste processing facility.

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

CONSUMER QUESTIONNAIRE

NAME: Mike & Deb Schubert DATE: 12 March 2015

ADDRESS: 6167 Spring Lake Circle - Zephyrhills, FL 33540
(New Resident)

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 not yet
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.

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

CONSUMER QUESTIONNAIRE

NAME: CAROL ANN BELANGER + Bob DATE: March 12, 2015
ADDRESS: LOT 429 BRANQUET
JESSOP DR, ZEPHYRHILLS, FLR 33540

Please 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 *N/A.*
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.

2 WATERLINE burst that took long time to
REPAIR AND ~~was~~ muddy roads for long
period of time (Week).

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

CONSUMER QUESTIONNAIRE

NAME: Susan Gambell DATE: 3/12/15

ADDRESS: 5903 Twilight Dr., Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

Staining in toilets which I have not been able to remove.
When flushing system, I am not always notified and doing
so I have washed and clothes discolored.
Water quality is well below what city water is, also cost
is 225% more than city per month. I have never
paid so much monthly for water in any other state.
I have lived (NH and Maryland).

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

CONSUMER QUESTIONNAIRE

NAME: Gail Sanderson DATE: 3-12-15
ADDRESS: 6078 Forest Lake Dr. apt 308

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.

Water tastes really bad. Water also smells like
~~sulfur~~ sulphur.

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

CONSUMER QUESTIONNAIRE

NAME: STEVE PYRES DATE: 3/12/2015
ADDRESS: 6250 SPRING LAKE CIRCLE

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.

NE

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

CONSUMER QUESTIONNAIRE

NAME: John Huettner DATE: 3-12-15
ADDRESS: 5639 Van Way

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.

Have had to replace many appliances
over the past 18 years

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

CONSUMER QUESTIONNAIRE

NAME: CAROLE HUETTEN DATE: 3-12-15

ADDRESS: 5639 VIRU WAY

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.

REPLACED 5 COFFEE MAKERS IN 10 YRS. \$250
WATER FILTERS PURCHASED IN 10 YRS = \$1800.
WHITE CLOTHES ARE NO LONGER WHITE.

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

CONSUMER QUESTIONNAIRE

NAME: FRANK + MARGARET HONAKER DATE: 3-12-15
ADDRESS: 5936 Jessup 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.

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

CONSUMER QUESTIONNAIRE

NAME: Donald Meader DATE: 3/12/15
ADDRESS: 5857 Naples Dr. Zephyr hills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No 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
1-2x only
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No
among other reasons

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.

greatly improved from a few yrs ago, but we are still
not getting our money's worth.

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

CONSUMER QUESTIONNAIRE

NAME: Jackie Near DATE: _____

ADDRESS: 6064 Jessup

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 *experiences*
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 *don't have good smell!*
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.

Concerned about having to have monthly
flushes. I haven't found anywhere else where
this occurs.

Cost of water another issue. Are meters
checked (calabrated) - How often replaced?

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

CONSUMER QUESTIONNAIRE

NAME: Ross & Margaret Sherk DATE: March 12/15
ADDRESS: 5947 Utopia 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 ONE TIME
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.

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

CONSUMER QUESTIONNAIRE

NAME: MARYCLARE MELLA DATE: 3/12/15

ADDRESS: 4413 FOREST LAKE 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.

Water is too expensive

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

CONSUMER QUESTIONNAIRE

NAME: Paul Cameron

DATE: 3/12/2015

ADDRESS: 6359 PRESIDENTIAL

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

1. Do you drink the water provided by Labrador? Yes No *some food cooking*
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.

CALL 574 264-4811

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

CONSUMER QUESTIONNAIRE

NAME: Gerry + Kelly Labelle DATE: Thurs. March 12 2012
ADDRESS: 5938 Utopia Drive Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

It would be interesting to find out if the
residence of Sundance Park are satisfied with the
quality of water that is provided to them by the
city of Zephyrhills.

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

CONSUMER QUESTIONNAIRE

NAME: REGIS + JOAN RICHARD DATE: MAR. 12 2015

ADDRESS: 6079 FOREST LAKE DR. ZEPHYRHILLS FLORIDA 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.

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

CONSUMER QUESTIONNAIRE

NAME: David Case

DATE: 12-3-2015

ADDRESS: Xenia way 41270 Pal 31

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.

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

CONSUMER QUESTIONNAIRE

NAME: KAREN GOKEY DATE: _____

ADDRESS: 6162 PRESIDENTIAL CIRCLE, ZEPHYRHILLS, FL 33540

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: SUZANNE SUMMERS

DATE: MAR. 13/2015

ADDRESS: 6351 FOREST LAKE DR. LOT 84

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.

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

CONSUMER QUESTIONNAIRE

NAME: George Duckee DATE: 3/12/15

ADDRESS: 6304 Utopia Dr. J. Hiller 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 not satisfied

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.

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

CONSUMER QUESTIONNAIRE

NAME: Rodger & Janet Smith DATE: 2/27/15
ADDRESS: 41219 Hockley Dr #67

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 *possibly*

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.

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

CONSUMER QUESTIONNAIRE

NAME: Gary and Sandra Polins DATE: 2-2-15
ADDRESS: #267

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 *No response*
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No *Not applicable*
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.

Water situation is untenable. Also seems the Zhella Community knows about the bad water. It could impact sales here at Forest Lake. Please get rid of these people

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

CONSUMER QUESTIONNAIRE

NAME: Mr. Mrs Robert Zeller DATE: 2/27/15
ADDRESS: 6358 Forest Lake Drive Zephyrhills, Florida 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.

We spent \$2500.00 on a filtration and water softener system shortly after we bought our double-wide nine years. The system makes the water tolerable. I can't imagine living near the sewer plant with the daily stink. I don't like to bicycle around that area.

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

CONSUMER QUESTIONNAIRE

NAME: ROBERT KUSS DATE: 3/1/15
ADDRESS: 41243 WHITMER

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.

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

CONSUMER QUESTIONNAIRE

NAME: Vic and Cindy Bitel DATE: 3-1-2015

ADDRESS: 5725 Viall Way Zephyrhills, FL

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

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

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 tastes bad, even with water filters. As a result I drink as little as possible. Not only does it taste bad, it has sediment in it and is easily seen even in a small glass of water.

We haven't lived here long enough to experience other problems yet. However, we have been extremely disappointed in the taste since the first day.

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

CONSUMER QUESTIONNAIRE

NAME: Mike & Dolly DeStefano DATE: Feb. 2015
ADDRESS: 6156 Spring Lake Cir.

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.

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

CONSUMER QUESTIONNAIRE

NAME: ANDY + KAREN LODER DATE: FEB, 27, 2015
ADDRESS: 6316 SPRING LAKE CIRCLE

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.

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

CONSUMER QUESTIONNAIRE

NAME: WILLIAM & PATRICIA IRWIN DATE: 2-27-2015

ADDRESS: 601 SPRING LAKE CIRCLE, ZEPHYRHILLS FL.

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: Cheryl Martel DATE: 2-25-15

ADDRESS: 6233 Utopia Dr, Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

① washing anything w/ this water results in spotting/build-up
ie car, windows, dishes

② untimely calls (or no call at all) regarding implementation -
or to rescind the boil water notice

Christmas 2013 and Thanksgiving 2014 - I had to do
all of my holiday baking while boiling water nonstop because
of boil water notice. The water I boiled had a layer of foamy
scum on it and my dutch oven was covered in scale. ->

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

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

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

CONSUMER QUESTIONNAIRE

NAME: DENNIS + MARIE CANNAN

DATE: 2-26-2015

ADDRESS: 6113 Twilight

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 N/A
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

WE HAVE SPENT 5000.00 ON A FILTRATION + RO
SYSTEM TO HAVE WATER WE FELT SAFE TO USE.
WE ARE ALL PAYING WAY TO MUCH FOR A
POOR QUALITY PRODUCT. I WOULD DARE ANY
MEMBER OF THE PSC TO DRINK THIS WATER.

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

CONSUMER QUESTIONNAIRE

NAME: FRANK & BONNIE MACNEIL DATE: 03/11/15
ADDRESS: 6128 UTOPIA DR. ZEPHYRHILLS, FL. 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

Water is very hard and discolors the clothes
also very expensive especially when we
are not here to use it can't understand
white water charge or water charge when
no water is being used.

FAR "TOO" EXPENSIVE.

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

CONSUMER QUESTIONNAIRE

NAME: Buddy + Joanne ALLEN DATE: 2/24/15
ADDRESS: 6020 Spring Lake Cir, 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 *at times*
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No *at times*
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 *not in our neighborhood*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Joseph Deitering DATE: 2-26-15
ADDRESS: 5909 Twilight Dr. Zephyrhills, FL 33540

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: KATHLEEN EATON DATE: FEB 27 2015
ADDRESS: 5945 UTOPIA DR ZEPHYRHILLS FL

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: Dan & Kim Lamont

DATE: Feb. 27, 2015

ADDRESS: 6130 Jessup 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
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 *→ always!*
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 *Just bought house only been here 2 months*
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.

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

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

CONSUMER QUESTIONNAIRE

NAME: ARTHUR + MARIAN BRAUN DATE: 2-25-15
ADDRESS: 6168 Utopia Lot 874 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.

Number 8 we have never had a service call

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

CONSUMER QUESTIONNAIRE

NAME: Durwood Graffam DATE: 2-25-15
ADDRESS: 6049 Presidential Cr. -Z-hills, FL

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

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

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.

#11. We love it here ~ we're happy with our home, friends etc. and should not have to consider moving because of the terrible water service here !!

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

CONSUMER QUESTIONNAIRE

NAME: RONALD + LINDA LARUE DATE: _____

ADDRESS: 6062 UTOPIA DR. ZEPHYRHILLS, FL. 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Daniel + Becky Price DATE: 2-26-2015
ADDRESS: 6080 Springlake Cir

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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Bob & Bonnie Meikle DATE: 24 Feb 2015

ADDRESS: 5856 Naples 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.

There is a brown film on all cups, kettles, sinks, toilets and white clothes. I have to use bleach to get white clothes clean and to remove the brown stains from all items mentioned above.

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

CONSUMER QUESTIONNAIRE

NAME: Julie & Jerry Glenn DATE: 2-27-15
ADDRESS: 5927 Benz Dr.

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No all the time.
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 In my personal
bathrooms.
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

We have been inconvenienced by the boil water
restrictions, bad odor when flushing of
toilets. Expense is getting ridiculous.
I pay 90.00 in mn. for three months waste
& water service & can't drink it.

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

CONSUMER QUESTIONNAIRE

NAME: ROBERT J. KRAMER DATE: 2/24/15

ADDRESS: 5210 VIAU WAY ZEPHYRHILLS FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
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.

We had to replace our refrigerator, dish washer, washer all
because of the gunk in the water.

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

CONSUMER QUESTIONNAIRE

NAME: Willis Rose DATE: 2/4/15

ADDRESS: 5849 Twilight Dr. Zephyrhill 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.

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

CONSUMER QUESTIONNAIRE

NAME: Thomas & Beverly Herek DATE: 2-26-15
ADDRESS: 5803 Naples Dr. Zephyrhills, FL 33540

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

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

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.

too many failures in service (interruptions) not reliable
too many boil water notices for long periods of
time -

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

CONSUMER QUESTIONNAIRE

NAME: HILTON GOPIE DATE: Feb. 27, 2015
ADDRESS: 5913 UTOPIA DR. LEPHYR HILLS, FL 33540

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

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

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

There have been previous and recent presentations documenting the water and sewer problems in our park. In spite of this, Utilities Inc. continue to get increases. The tactic used is to ask for a higher increase and then get a lower increase (an increase nonetheless). As proof of ~~same~~ unwarranted higher increase, the company suggested it will increase salaries and benefits to employees by 22%. (OVER)

In these economic times, who gets
22% increase. If the Commission
continues to award athletes a
increase, then there is no incentive
to correct the problems. The decision
should be not to grant any increase
until the problems are fixed.

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

CONSUMER QUESTIONNAIRE

NAME: JOE BITE L DATE: 2-24-15
ADDRESS: 5911 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.

Bad Taste when not using our filter

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

CONSUMER QUESTIONNAIRE

NAME: GERALD HASTINGS DATE: 2/24/2015

ADDRESS: 5644 VIAU WAY ZEPHYRHILLS, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
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 NOT PERSONALLY
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.

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

CONSUMER QUESTIONNAIRE

NAME: CHARLES & SYLVIA LAFRENIERE DATE: 2/24/15
ADDRESS: 5901 UTOPIA 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.

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

CONSUMER QUESTIONNAIRE

NAME: Carey Nickerson DATE: 2/26/15

ADDRESS: 5716 VIAU WAY Zeph. 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 have been here 7 years and the cost have more then
doubled and the water is still not fit to drink.

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

CONSUMER QUESTIONNAIRE

NAME: ELIZABETH DOMCIUK DATE: FEB 26/15
ADDRESS: 41219 HOCKEY DR #176 LEPLEYHILLS, FLA

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.

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

CONSUMER QUESTIONNAIRE

NAME: Marilyn Lees

DATE: 3-2-15

ADDRESS: _____

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.

This is my first year here, so I have no history for comparison.

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

CONSUMER QUESTIONNAIRE

NAME: Donald Pardy DATE: March 2/15
ADDRESS: 5932 Benz 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.

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

CONSUMER QUESTIONNAIRE

NAME: Cornie Keast-Thomas Kivler DATE: 2-28-15

ADDRESS: 5910 Benz Dr. Zephyrhills, Fl. 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No ²
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.

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

CONSUMER QUESTIONNAIRE

NAME: Gary & Nora Anne Wagar DATE: Feb 25, 2015
ADDRESS: 6234 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 NA
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.

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

CONSUMER QUESTIONNAIRE

NAME: PETER RUIKSNANK DATE: 25 FEB 2015
ADDRESS: 41219 HOCKEY DRIVE, LOT 219, ZEPHYRNILLS

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.

NEVER HAVE COME ACROSS AN RV PARK IN
THE USA OR CANADA THAT HAVE WATER
METERS ON INDIVIDUAL RV SITES AND
CHARGE FOR CONSUMPTION.

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

CONSUMER QUESTIONNAIRE

NAME: John Spencer DATE: Feb 26 2015

ADDRESS: 41219 Hockey Drive (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
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.

Water has very high solids content that causes damage and extra effort (cleaning). Quality of water is low and we buy good water in jugs. The proposed increases are beyond reasonable inflation and without defensible merit. Florida is threatening its tourism base (snow birds).



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

CONSUMER QUESTIONNAIRE

NAME: PHILIP T. SMITH DATE: FEB. 25, 2015
ADDRESS: 143 MAPLEHURST DR. FOREST LAKE ESTATES P.V.

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.

WE DO NOT DRINK THE WATER DUE ITS OFFENSIVE
SMELL AND TASTE. WE TRUST IT IS SAFE FOR
OTHER USES.

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

CONSUMER QUESTIONNAIRE

NAME: W.M. RADCLIFF DATE: 2/ / 15
ADDRESS: 41219 Hockey Dr. #116

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 *N/A*
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.

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

CONSUMER QUESTIONNAIRE

NAME: EDDORS CATHY HARDE DATE: FEB 27/2014
ADDRESS: 179 HOCKEY 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.

The price we pay for water is not fair.
Price: we only use it for washing
Dishes @ Bath to flush, its not good to
drink it, there is a bad taste to it.
Thank you

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

CONSUMER QUESTIONNAIRE

NAME:



Ronald and Bonnie Eyring
41219 Hockey Dr., Lot 23
Zephyrhills, FL 33540

DATE: 2-27-15

ADDRESS:

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.

AS PARTTIME RESIDENTS OF FOREST LAKE RV RESORT, WE
FEEL THE QUALITY OF LABRADOR'S WATER DOES NOT
WARRANT A RATE INCREASE.

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

CONSUMER QUESTIONNAIRE

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

Please 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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Helen Thrower - Janice Collins DATE: 2-24-15

ADDRESS: 6346 Spring Lake Circle - Zephyrhill, 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.

fire hydrant near me has never been flushed or
very rarely.
water left heavy scaling on faucets until I at great
expense put in a water softener system + reverse
osmosis system.

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

CONSUMER QUESTIONNAIRE

NAME: Fred & Mary Wardle DATE: Feb. 24, 15
ADDRESS: 6215 Forest Lake 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.

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

CONSUMER QUESTIONNAIRE

NAME: James Gainer DATE: Feb 24, 2015
ADDRESS: 6220 Forest Lake Dr.

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

1. Do you drink the water provided by Labrador? Yes No *IF BOILING, OTHERWISE 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 *We must add vinegar to the DLW*
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No *Never called.*
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.

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

CONSUMER QUESTIONNAIRE

NAME: GARY & JOANNE McREAN DATE: FEB 24 2015

ADDRESS: 6237 SPRING LAKE CIRCLE

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.

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

CONSUMER QUESTIONNAIRE

NAME: Sherman Ashford DATE: 2/24/15

ADDRESS: 5833 Naples Drive, Zephyrhills, Fl.

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No *Newcomer - No leaks 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 *again Newcomer -*

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

8, 9, & 11 Have not have time to experianed - New Comer to Community,
but have already thought of moving due to the expense of
water + sewer. Other parks have water + sewer at much
Cheaper COSTS,

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

CONSUMER QUESTIONNAIRE

NAME: Paul & Barbara Went DATE: 3/24/2015
ADDRESS: 6049 Utopia Drive, Zephyrhills, Florida
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.

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

CONSUMER QUESTIONNAIRE

NAME: Rick + Janis Unbehau DATE: 2-24-2015
ADDRESS: 5643 Vian Way Zephyrhills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No At times
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 Frequently
5. Does the water provided by Labrador have a bad odor at times? Yes No All the time
6. Does the water provided by Labrador have a bad color at times? Yes No After flushing
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 Toilets
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No NA
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 We are moving.

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.

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

CONSUMER QUESTIONNAIRE

NAME: Joe & Diane Robinson

DATE: 2/24/15

ADDRESS: 5936 Benz 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
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 Water/Sewer rates expensive now.
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.

Beside being nasty, it is too expensive.

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

CONSUMER QUESTIONNAIRE

NAME: DAVE. HOWELL

DATE: MARCH 02, 2015

ADDRESS: 6454 PRESIDENTIAL CIRCLE LOT #5

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.

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

CONSUMER QUESTIONNAIRE

NAME: WILLIAM & ANN HAFFLY DATE: MAR. 2, 2014

ADDRESS: 5729 VIAU WAY LOT 707 ZHILLS, FL. 33540

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

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

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.

CLOUDY + BAD ODORS AT TIMES

LOW PRESSURE AT TIMES

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

CONSUMER QUESTIONNAIRE

NAME: GERRY/MARIAN DOBSON DATE: FEB. 27, 2015
ADDRESS: 6019 PRESIDENTIAL CIRCLE

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.

IS A MONTHLY FLUSHING OF THE PIPES NECESSARY? IT IS A GREAT WASTE OF WATER AND COSTLY TO EVERYONE AS THEY HAVE TO RUN THEIR WATER IN THE HOUSE UNTIL IT COMES CLEAR... A BONUS FOR LABRADOR AS WE PAY FOR IT COMING IN AND OUT... WATER WE CAN'T USE!

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

CONSUMER QUESTIONNAIRE

NAME: FRANKLIN NOEL DATE: MARCH 1 2015
ADDRESS: 6022 PRESIDENTIAL CIRCLE 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.

WATER IS TERRIBLE AND VERY EXPENSIVE.

WHY DOES WATER MAINS HAVE TO FLUSH EVERY
MONTH, WE PAY FOR THAT, COULD BE MAINS HAVE
BACKTERIA IN IT.

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

CONSUMER QUESTIONNAIRE

NAME: Rose Marie Fernald DATE: 2/24/15
ADDRESS: 5934 Benz Dr. Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No ?
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Richarda J. IVREY DATE: Feb 26/15
ADDRESS: 6051 PRESIDENTIAL CIR ZEPHYRHILLS FLA 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.

No problem with the service
The rates are too high and keeping higher
every year.

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

CONSUMER QUESTIONNAIRE

NAME: Marvin + Donna Schommer DATE: 3/2/15

ADDRESS: 6086 Forest Lake Dr Zephyrhills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

Labrador needs a maintenance plan
over years, so the rates remain
steady. No one can handle the increases
they are asking on a retirement income.

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

CONSUMER QUESTIONNAIRE

NAME: Ron Thompson
Nancy Thompson DATE: Feb 26, 2015

ADDRESS: 6044 Springlake Circ., Zephyrhills, Fl. 33540

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

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

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

We have owned our property for 10 years and spend our winters here. I suffered a severe body rash every time we were here (the entire stay) until I installed a whole house filtration system. It solved my problem. The number of years that we all had to endure with the stench of raw sewage is reprehensible — you finally did the right thing under fear of litigation. Thompson.

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

CONSUMER QUESTIONNAIRE

NAME: MR & MRS. DAVID WAGNER DATE: 3-2-15
ADDRESS: 41255 Whitmer 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.

Never had an EXPERIANCE with needing a service call or had an issue with Billing except very high cost per use. The cost does not meet the quality of product.

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

CONSUMER QUESTIONNAIRE

NAME: Jane Pittman DATE: Feb. 25, 2015

ADDRESS: 6011 Presidential Circle, 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.

Why should Labrador be allowed to increase what we pay for water when the water is so foul to the taste buds that we must go into Zephyrhills city and buy water to drink? I have experienced increases in the 10 yrs. we've been here, but the water is no better than when we first bought here!
Please, NO MORE!

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

CONSUMER QUESTIONNAIRE

NAME: David Darnold + Mary Preps DATE: 2-24-15
ADDRESS: 6310 Forest Lake 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
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 Very much so!!
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

We are a five star community with a one star
water & sewer service. The scaling of appliances
is totally disgusting. I wash my hair & it feels
like straw. My laundry is dingy. I am very upset
at their request for a rate hike. It

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

CONSUMER QUESTIONNAIRE

NAME: James & Marilyn Gaber

DATE: 2/24/2015

ADDRESS: 6239 Forest Lake 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.

The water company is charging too much for terrible water!

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

CONSUMER QUESTIONNAIRE

NAME: MARTIN VIRENE HOULETT DATE: FEB 24/15
ADDRESS: 6169 FOREST LAKE 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 *was in house when purchased.*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Joe Berkowsky DATE: 2/24/14

ADDRESS: 6221 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.

Why do we pay sewage on water used to
wash cars, houses, and sidewalks, driveways. This
amount needs to be reduced

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

CONSUMER QUESTIONNAIRE

NAME: Sally Yenglin DATE: 2/27/15
ADDRESS: 6335 Jessup 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.

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

CONSUMER QUESTIONNAIRE

NAME: JIM & TONI BEATON DATE: 2-24-15

ADDRESS: 6025 SPRING LK CIRCLE, 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: DANNA + NICHOLAS POLINSKI DATE: 2-24-15

ADDRESS: 5947 BENZ DR ZENITH HILLS FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? ^{Do not drink} 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.

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

CONSUMER QUESTIONNAIRE

NAME: Howard Ashford DATE: 2-24-15
ADDRESS: 5923 Benz

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 *we are new to park*
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 *Yes*
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

We are new to the park this year, so haven't had time to experience clogging of appliances.

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

CONSUMER QUESTIONNAIRE

NAME: Brightbill, Chuck & Gayle DATE: 2-24-2015

ADDRESS: 5832 Naples Dr. Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Susan Harvey DATE: 2-24-15

ADDRESS: 6157 Presidential Cir, 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 *f. Hered*
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.

Would love to have Zephyrhills Water

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

CONSUMER QUESTIONNAIRE

NAME: FD FOWLER DATE: Feb 24/15

ADDRESS: 5851 TWILIGHT 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.

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

CONSUMER QUESTIONNAIRE

NAME: VINCENT & KAREN HERMAN DATE: Feb 24, 2015
ADDRESS: 6405 Presidential Circle 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.

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

CONSUMER QUESTIONNAIRE

NAME: Youn & Carmel Rheault DATE: Feb 24 2015
ADDRESS: 6103 Forest Lake 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.

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

CONSUMER QUESTIONNAIRE

NAME: Charles Thornton

DATE: 2-13-15

ADDRESS: 5939 Jessup

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.

What you want in increase for the water
& sewer is deffinely out of range.

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

CONSUMER QUESTIONNAIRE

NAME: Virginia Malher DATE: 2/24/15
ADDRESS: 5938 Jessup

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.

Pressure is too high, possibly causing leaks

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

CONSUMER QUESTIONNAIRE

NAME: Carol Bookas/Denise Robb

DATE: Feb 24, 2015

ADDRESS: 5940 Benz Dr.

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: RON BURNS DATE: FEB 24, 2015
ADDRESS: 6239 JESSUP DR. LOT 401

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.

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

CONSUMER QUESTIONNAIRE

NAME: Elizabeth J. Daly DATE: 2/24/15
ADDRESS: 741204 Xenon Way

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.

Price of water is too high.

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

CONSUMER QUESTIONNAIRE

NAME: BARBARA BARBER DATE: _____

ADDRESS: 4244 SPRING LAKE CR.

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.

The cost of the water is exhorbitant!

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

CONSUMER QUESTIONNAIRE

NAME: Leonora Bucci DATE: 2/29/15
ADDRESS: 1238 Spring Lake Cir, 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 must use a filter on my faucet to make the water drinkable - which can be costly - the rate increase is unacceptable -

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

CONSUMER QUESTIONNAIRE

NAME: CHARLES LANE

DATE: 2/24/14

ADDRESS: 6214 SPRING LAKE CIR

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.

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

CONSUMER QUESTIONNAIRE

NAME: HAROLD & SEAN MCGINNESS DATE: 24 FEB 15
ADDRESS: 6012 PRESIDENTIAL CIRC LOT 254

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.

IN A COUNTRY SO ADVANCED - WATER QUALITY
SHOULD NOT BE AN ISSUE. POOR QUALITY FOR
HIGH PRICE!

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

CONSUMER QUESTIONNAIRE

NAME: Bob Frucci - Gina Uzolin DATE: 2/24/15
ADDRESS: 6010 Presidential Circle

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.

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

CONSUMER QUESTIONNAIRE

NAME: FRANK UZZOLINO DATE: 2/24/15
ADDRESS: 6002 FOREST LAKE 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.

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

CONSUMER QUESTIONNAIRE

NAME: Ed Woodrow DATE: Feb. 27, 2015
ADDRESS: 6015 Presidential Circle

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.

Please try to make the water suitable for drinking. I feel it is ridiculous for Lab Utilities to be looking for an increase when the water is very unsuitable.

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

CONSUMER QUESTIONNAIRE

NAME: STEPHEN YAROSCHAK DATE: FEB 24 / 15
ADDRESS: 6016 PRESIDENTIAL CIRCLE

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.

OUTRAGEDUS COSTS FOR A POOR PRODUCT.

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

CONSUMER QUESTIONNAIRE

NAME: Claude & Linda Rodrigue DATE: Feb 24, 2015
ADDRESS: 6053 Utopia Drive Zephyrhills, FL.

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

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

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

We appreciate you trying to fix our major water problem but so totally against such a large & outrageous increase & again keeping in mind the problems still exist.

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

CONSUMER QUESTIONNAIRE

NAME: Robert + Lynne Copley

DATE: 2/27/2015

ADDRESS: 6061 Forest Lake 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.

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

CONSUMER QUESTIONNAIRE

NAME: ROSEMARY SIMPSON DATE: ~~MAR 22~~ FEB 24, 2015

ADDRESS: 6309 SPRING LAKE CIRCLE, 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.

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

CONSUMER QUESTIONNAIRE

NAME: Donna S. SIMPSON

DATE: FEB 24, 2011

ADDRESS: 6226 FOREST LAKE DR. SEBASTIAN, FL 32959

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.

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

CONSUMER QUESTIONNAIRE

NAME: PAUL + KAREN LAMOUREUX DATE: 02-24-2015

ADDRESS: 41287 XENON WAY ZEPHYRHILLS, FL. 33540

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

1. Do you drink the water provided by Labrador? Yes No
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.

35% increase water 70% increase wastewater - unacceptable

pressure not acceptable

Health issues cannot drink the water. - Health issue!

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

CONSUMER QUESTIONNAIRE

NAME: Richard + Mary Mahon DATE: 2/24/15
ADDRESS: 5926 Jessup DR. Zephyrhills, FL 33548

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.

WATER IS UNACCEPTABLE TO DRINK. AFTER A "FLUSH"
WATER IS DIRTY! (FOR SOME TIME) IT'S UNACCEPTABLE
TO COOK WITH. WE BUY 3 CASES OF WATER A WEEK.
Water pressure is very inadequate.

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

CONSUMER QUESTIONNAIRE

NAME: Bonnie O'Dell DATE: 2/24/15

ADDRESS: 41261 Whitmer Dr. Forest Lake Estates, Zephyrhills, FL

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

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

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 was unable to allow my very ill husband
and now my dog to ^{Drink} the Labrador Water!
Water pressure is very inadequate

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

CONSUMER QUESTIONNAIRE

NAME: JUDITH K. PEARSON

DATE: 2/24/15

ADDRESS: 6364 FOREST LAKE 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.

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

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

CONSUMER QUESTIONNAIRE

NAME:

Joyce Koprowicki

DATE:

24 Feb 15

ADDRESS:

6352 Springlake Cir Hills 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'm at the end of a line by a fire hydrant that seldom gets flushed. My toilet & sink are almost useless & old. They didn't do all that they were supposed to do after the last increase.

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

CONSUMER QUESTIONNAIRE

NAME: FILomena MATANI DATE: 2/23/15
ADDRESS: 6401 FOREST LAKE DR. (77)

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

SEE
COMMENTS

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 only reason I do not have these problems is because at great expense I have had installed a water filter system with reverse osmosis and ultra-violet light.

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

CONSUMER QUESTIONNAIRE

NAME: BEV HEDEV DATE: 2-24-15
ADDRESS: 41288 Xenon Way Zephyrhills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
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.

This water has a foul odor
so dark in color
undrinkable
I am on a fixed income and can not
afford this increase

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

CONSUMER QUESTIONNAIRE

NAME: Leon Benoit DATE: FEB, 24, 2015
ADDRESS: 6226 Spring Lake Circle Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: DAVID & Pamela Allending DATE: 2/24/2015

ADDRESS: 41222 Xenon Way Zephyrhills, FL 33540 Lot 38

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

1. Do you drink the water provided by Labrador? Yes No Absolutely NOT!
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.

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

CONSUMER QUESTIONNAIRE

NAME: DENISE & BOB HUNTER

DATE: Feb. 23/15

ADDRESS: 5749 VIAA WAY

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 *Does not apply*
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No *Does not apply*
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.

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

CONSUMER QUESTIONNAIRE

NAME: STRN MIKULEC DATE: 2.24.15

ADDRESS: 4609 JESSUP

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.

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

CONSUMER QUESTIONNAIRE

NAME: PAULINE Lambert DATE: 2/24/15
ADDRESS: 5804 Naples 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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Edward Potocki DATE: 2/24/15
ADDRESS: 5847 Twilight Dr. Zephyrus 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 *Never called them*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Richard & Nancy Page DATE: 2/24/15
ADDRESS: 6240 Presidential Circle

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 ^{smell}
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.

Because of expense, we don't flush the toilets. Such a
treat to live in ME, 3 months a yr and flushing
regularly.

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

CONSUMER QUESTIONNAIRE

NAME: Mary Jane Sheldon-McKenzie DATE: 2/24/15
ADDRESS: 6163 Presidential Circle, Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No I don't drink it
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
when hot at Mcggy
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 question what State department tests the water source and how often it's tested.

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

CONSUMER QUESTIONNAIRE

NAME: Richard + Liada Therrien DATE: 2/24/15
ADDRESS: 6126 Twilight Dr. Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

Often times guests comment on the odor
coming from the faucets and even the toilets
after flushing!!
Scented candles + room deodorizers can
only do so much.

Thank you

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

CONSUMER QUESTIONNAIRE

NAME: Raymond Koeder DATE: 2-24-15
ADDRESS: 5933 Jessup 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.

Have to filter it to consume.
Very costly!

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

CONSUMER QUESTIONNAIRE

NAME: Dennis DiDato DATE: 2/24/15

ADDRESS: 6121 Jessup Drive Zephyrhills, FL

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: Gregory + Jeanette Gardner DATE: Feb 24, 2015
ADDRESS: 6359 Spring Lake Circle, 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.

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

CONSUMER QUESTIONNAIRE

NAME: Ralph & Sylvia Eddy DATE: Feb. 24, 2015
ADDRESS: 5845 Naples Drive. Lot 640

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.

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

CONSUMER QUESTIONNAIRE

NAME: DAVID EARLE DATE: 24 FEB 15

ADDRESS: 5813 NAPLES 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.

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

CONSUMER QUESTIONNAIRE

NAME: Clar Brake

DATE: Feb 24 / 15

ADDRESS: 41252 Xenon Way

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.

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

CONSUMER QUESTIONNAIRE

NAME: DON RAYMONT

DATE: 24/FEB/2015

ADDRESS: 5910 ~~ROADS~~ NAPLES RL.

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.

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

CONSUMER QUESTIONNAIRE

NAME: Dee Breight DATE: 2/24/15
ADDRESS: 6126 Spring Lake Cr. 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.

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

CONSUMER QUESTIONNAIRE

NAME: Jose Colon + Elaine McDargal DATE: 2/24/15
ADDRESS: 6085 Forest Lake Dr Hills 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 *if rates are increased 35/70% we will be looking elsewhere.*

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.

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

CONSUMER QUESTIONNAIRE

NAME: Roger & Hope Fox DATE: 2-24-15
ADDRESS: 6444 Presidential Cir.

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.

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

CONSUMER QUESTIONNAIRE

NAME: VERN PARSONS DATE: FEB. 24, 2015
ADDRESS: 5806 NAPLES DRIVE ZEPHYR HILLS FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No *PRIOR TO FILTER*
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 *N/A*
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No *NOT ON PARENT OF NAPLES*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Mark Matthews. DATE: 2-24-15

ADDRESS: 6225 Spring Lake Circle

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.

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

CONSUMER QUESTIONNAIRE

NAME: VIRGINIA HARVIE DATE: 2/25/15

ADDRESS: 6395 SPRING LAKE CIRCLE, 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 (FILTERED)
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 N/A
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.

AT FIRST I THOUGHT MY WASHING MACHINE & DISHWASHER
WERE NOT WORKING CORRECTLY, NOW I REALIZE IT IS THE
WATER CAUSING THE PROBLEMS

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

CONSUMER QUESTIONNAIRE

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

Please 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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Sherry McKenna DATE: 24 Feb 15

ADDRESS: 41262 Xenon Way

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.

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

CONSUMER QUESTIONNAIRE

NAME: Roger & Eileen Kapranos DATE: 2-28-15
ADDRESS: 6006 FOREST LAKE RD

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 ~~Yes~~
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 have a bubble filter system for hole house it a filter in the master bed room sink to help eliminate the taste of the water. For the home ice water I use drinking I have a osmosis system + a pre filter to that system.

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

CONSUMER QUESTIONNAIRE

NAME: JACK + Andrea Emery DATE: 2-25-15

ADDRESS: 6037 Forest Lake Dr Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

Best 4

CONSUMER QUESTIONNAIRE

NAME: Cynthia Barry

DATE: Feb 25, 2015

ADDRESS: 5843 Twilight 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
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 have had allergies ^{for breathing} that most of the time the odor is so bad I can not come out of my home because of sewer gasses

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

CONSUMER QUESTIONNAIRE

NAME: Guido & Judy Andrews DATE: Feb 25, 2015
ADDRESS: 6214 Presidential Circle

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.

Some mornings we can not walk
because of the odor of gases
& some nights coming here
the odor is unacceptable for
breathing.

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

CONSUMER QUESTIONNAIRE

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

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 N/A
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 N/A
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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Jim McClellan DATE: 2-25-15

ADDRESS: LOT # 76

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.

LOW WATER PRESSURE

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

CONSUMER QUESTIONNAIRE

NAME: DAVE & MAGGIE RIKER

DATE: 2/25/15

ADDRESS: LOT 159

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 still has odor
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.

Several low water pressures or
no water at all

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

CONSUMER QUESTIONNAIRE

NAME: SUSAN CONNELLY DATE: 25 FEB 2015

ADDRESS: #273 - 41219 HOCKEY 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 *WE PAY!*
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.

WATER HAS BLACK RESIDUE PLUS FOUL SMELLS!

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

CONSUMER QUESTIONNAIRE

NAME: Bob Blunt DATE: 2/25/15

ADDRESS: Lot 248

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 *If it stays like it is now, we will have to buy bottled water*
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad *Water* 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.

We have black resin that makes a ring
in toilet - Also - remove dish at nete. and
leave it upside down on sink there is
a circle of black resin on sink. Not safe
for us

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

CONSUMER QUESTIONNAIRE

NAME:

NES BARKLEY

DATE:

Feb 25-14

ADDRESS:

96 Black Hawk

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 - *we pay water bill in office*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Mike Rostker DATE: 2/25/15
ADDRESS: FLERO PARK Lot 155

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.

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

CONSUMER QUESTIONNAIRE

NAME: Rick + Connie Duchane DATE: 2-25-15
ADDRESS: Site 5

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 *NA*
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

We have to buy filters - bottled & gallons of drinking
& cooking water. Even showering is not good.
Water pressure & rinsing

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

CONSUMER QUESTIONNAIRE

NAME: Raymond + Diane Gaymon DATE: Feb. 25/2015
ADDRESS: 215 Bruno St. Azilda On Canada (10753)

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.

The water pressure is low.

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

CONSUMER QUESTIONNAIRE

NAME: Perit Dykman

DATE: 25-02-2015

ADDRESS: Forest Lake RV Lot 26

813-713-7042

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.

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

CONSUMER QUESTIONNAIRE

NAME: Wanda & Tom Dillon DATE: Feb. 25. 15.
ADDRESS: 41219 Hockey Dr. Lot 70

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.

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

CONSUMER QUESTIONNAIRE

NAME: RAY PARENT DATE: FEB 25/15

ADDRESS: LOT 94

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 *I PUT IN A WATER SOFTENER*
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No *NA.*
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 *- DUE TO WATER SOFTENER*
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.

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

CONSUMER QUESTIONNAIRE

NAME: BILL PARENT

DATE: FEB 25, 2015

ADDRESS: LOT #92

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.

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

CONSUMER QUESTIONNAIRE

NAME: Donna Book

DATE: 8/25/15

ADDRESS: Lot 250

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.

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

CONSUMER QUESTIONNAIRE

NAME: MARGUERITE LIBBY DATE: 2/25/15
ADDRESS: Lot 266

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.

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

CONSUMER QUESTIONNAIRE

NAME: DENNIS JANKS DATE: FEB 25 2015

ADDRESS: LOT 114 R.V. PARK FOREST LAKE

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 DON'T LIKE LABRADOR WATER

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.

LIKE THIS PARK BEEN HERE 22 YRS

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

CONSUMER QUESTIONNAIRE

NAME: Marion Boss

DATE: 25 Feb 2015

ADDRESS: LOT #10 RD Park

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.

We are paying top prices for at best mediocre service.

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

CONSUMER QUESTIONNAIRE

NAME: Carl & Sharon Christensen

DATE: 7/24/15

ADDRESS: 5844 Naples 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.

Very expensive.

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

CONSUMER QUESTIONNAIRE

NAME:

DeWonne Giese

DATE:

8/24/2015

ADDRESS:

2866 Naples 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.

Since Labrador has been here the quality of water has not been good as well as the odor being had.

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

CONSUMER QUESTIONNAIRE

NAME: NORMAN WOODCOCK

DATE: 2/24/15

ADDRESS: 6402 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.

Been here for 15 years and the quality of the
WATER AND THE RANK ODOR HAS ALWAYS
BEEN A PROBLEM!!

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

CONSUMER QUESTIONNAIRE

NAME: LEE FERRELL DATE: 2/24/2015
ADDRESS: 5937 BENZ, 33540 (625)

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.

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

CONSUMER QUESTIONNAIRE

NAME: CATHERINE FREEBORN DATE: FEB 24/2015
ADDRESS: 6043 SPRING LAKE CIRCLE

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.

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

CONSUMER QUESTIONNAIRE

NAME: Carolyn B Dilks DATE: 2-

ADDRESS: 6460 Presidential Cir, Zephyrhills, FL
33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No ?
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No N/A
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No N/A
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 am definitely considering moving out due to
inability to pay such excessive rates. Even
if H₂O quality was first rates I would
not be able or willing to pay such
absurd fees.

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

CONSUMER QUESTIONNAIRE

NAME: Keffer DATE: 2/24/2015
ADDRESS: 6232 Presidential Circle

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.

Water prices too high!!! And is
lousy would not drink it + we have
2 filters before we use it

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

CONSUMER QUESTIONNAIRE

NAME: Don O'Neil DATE: 2-24-15
ADDRESS: 6113 FOREST LAKE 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 N/A
5. Does the water provided by Labrador have a bad odor at times? Yes No N/A
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 BUY H2O FROM GROCERY STORES
VERY DISAPPOINTED WITH HAVING
TO PURCHASE OUTSIDE.

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

CONSUMER QUESTIONNAIRE

NAME: Phillip + Nancy Darrow DATE: 2/23/15
ADDRESS: 5960 BENZ DR Sephyrhills 33540
LOT # 664

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.

WE LIVE ON THE CORNER WHERE THE WATER PLANT IS LOCATED
SINCE WE LIVE CLOSE THE WATER PRESSURE SHOULD BE
STRONGER; ITS NOTICEABLY LESS STRONG WHEN MORE PEOPLE
ARE HERE; IT SHOULD BE PLANNED TO ACCOMODATE THE
POPULATION. THE ODOR/ SHOULD BE ADDRESSED,
TASTE PROBLEM.

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

CONSUMER QUESTIONNAIRE

NAME: William K Roller DATE: 2-24-15
ADDRESS: 5912 BENZ DR Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Sharon + Glen Oliver DATE: Feb 24 / 15
ADDRESS: 6143 Forest Lake Rd.

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.

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

CONSUMER QUESTIONNAIRE

NAME: Nancy Matthews DATE: 2/24/15

ADDRESS: 6243 Spring Lake Circle

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

1. Do you drink the water provided by Labrador? Yes No *Sometimes*
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No *Sometimes*
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 *Sometimes*
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.

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

CONSUMER QUESTIONNAIRE

NAME: DANIEL WARD DATE: 2-24-2015
ADDRESS: 5936 UTOPIA

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 *OCCASIONALLY*
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.

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

CONSUMER QUESTIONNAIRE

NAME: ROBERT SOLMONSON DATE: 2-24-2015

ADDRESS: 41068 BREAM CIRCLE, ZEPHYRHILLS, FL 33548

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

1. Do you drink the water provided by Labrador? ^{ME} Yes ^{WIFE} 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.

OVERALL RATES HAVE INCREASED ABOUT 700 PERCENT SINCE YEAR 2000,
PLUS BEFORE YEAR 2000, USE OF WATER AMOUNTS WAS FREE,
NOW THE MORE YOU USE THE MORE WE PAY!

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

CONSUMER QUESTIONNAIRE

NAME: BRENDA LYNCH & JOHN DEMPSEY DATE: 2-24-15

ADDRESS: 5952 BENZ 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
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.

TOO EXPENSIVE

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

CONSUMER QUESTIONNAIRE

NAME: Flora G. Thornhill DATE: Feb. 04, 2015
ADDRESS: 5852 Naples 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 NEVER!! (frowny face)
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.

Someone must be pocketing the \$\$ you say you have "spent" on "parades". This is terrible quality water for the "monies" spent. Ridiculous cost being proposed for such a deplorable service.

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

CONSUMER QUESTIONNAIRE

NAME: Scott & Ruth Kinden

DATE: Feb. 24/2015

ADDRESS: 5907 Benz 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
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.

The water should at least be drinkable.
and Labrador's proposed cost increases are
ridiculous!

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

CONSUMER QUESTIONNAIRE

NAME: Robert Farnsworth DATE: 24 Feb 2015
ADDRESS: 6066 Fuzzy Lake Drive, Zephyrus, FL

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No *HAVEN'T NOTICED*
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.

Occasionally we notice a strong chlorine type
odor from the water.

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

CONSUMER QUESTIONNAIRE

NAME: HOLLY FAULKNER DATE: 24 Feb 2015
ADDRESS: 6126 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.

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

CONSUMER QUESTIONNAIRE

NAME: CHRIS HUTCHENS DATE: 2-24-15

ADDRESS: 5705 VIAU Way

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.

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

CONSUMER QUESTIONNAIRE

NAME: BEV JOHNSON DATE: 2-24-15
ADDRESS: 6143 SPRING LAKE CIRCLE

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 *In the past*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Harrison Doyle DATE: 2/24/15
ADDRESS: 6220 Residential Ctr., Zephyrhills, FL 33540

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: Thomas + Elizabeth Storm DATE: 2/24/15

ADDRESS: 5954 Utopia Dr., Zephyrhills, FL 33540

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

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

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

CONSUMER QUESTIONNAIRE

NAME: FRANK CHANEY DATE: 24 FEBRUARY 2015

ADDRESS: 5837 NAPLES DR., ZEPHYRHILLS, FL. 33540

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

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

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

CONSUMER QUESTIONNAIRE

NAME: Val Switata DATE: 2-24-15
ADDRESS: 6007 Spring Lake Circle

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.

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

CONSUMER QUESTIONNAIRE

NAME: JOHN S WAKEMAN DATE: 03-24-2015

ADDRESS: 6052 UTOPIA DR LOT 892

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.

POOR RETURN ON DOLLAR

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

CONSUMER QUESTIONNAIRE

NAME: EDWIN HARROP DATE: 2-24-2018
ADDRESS: 6306 FOREST LAKE 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: RICHARD SABIN DATE: 2/24/15
ADDRESS: 6048 POPE CIR ZEPHERHILLS FLA

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.

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

CONSUMER QUESTIONNAIRE

NAME: CLAUDE A SORBER DATE: 02-24-2015

ADDRESS: 5738 Viao Way; Zephyrhills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
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 N/A
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.

THIS WATER STINKS!

Claude A. Sorber

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

CONSUMER QUESTIONNAIRE

NAME: Fred Buck DATE: 2-24-15

ADDRESS: 6307 Utopia Dr Zephyrhills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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 *sometimes*

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.

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

CONSUMER QUESTIONNAIRE

NAME: Margaret L. Felix DATE: Feb 24, 2015
ADDRESS: 6046 Utopia DR. Zephyrhills, FLA 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.

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

CONSUMER QUESTIONNAIRE

NAME: George & Nancy Harbert

DATE: 2/ / 2015

ADDRESS: 6317 Jessup Pr.

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.

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

CONSUMER QUESTIONNAIRE

NAME: DON & ROYALE BOGER DATE: 2-23-15

ADDRESS: 6009 FOREST LAKE 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.

Will consider selling if increase goes thru

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

CONSUMER QUESTIONNAIRE

NAME: LOREY LEMOR DATE: 2-24-15

ADDRESS: 6021 FOREST LAKE DR. 48624

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.

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

CONSUMER QUESTIONNAIRE

NAME: EILEEN STEVENS DATE: Feb 24, 2015
ADDRESS: 6022 FOREST LAKE DR, Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: CHARLES M^S INTYRE DATE: 2-23-15
ADDRESS: 6014 FOREST LAKE 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.

water quality is very poor considering
the cost

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

CONSUMER QUESTIONNAIRE

NAME: MICHAEL & JAMIE WALT DATE: 2/24/14

ADDRESS: 6017 FOREST LAKE DR, ZEPHYRHILLS, FL 33540

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

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

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.

NASTY SMELL, NASTY COLOR, YELLOW ICE CUBES & STAINS.

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

CONSUMER QUESTIONNAIRE

NAME: GERALD CHASSIE DATE: 2/24/15
ADDRESS: 5951 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.

COSTI

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

CONSUMER QUESTIONNAIRE

NAME: JOHN RILEY DATE: 2-24-15
ADDRESS: 6062 SPRING LAKE CIR 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.

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

CONSUMER QUESTIONNAIRE

NAME: KALEGARIC, ALICE (LISSA) DATE: FEB 24 / 2015
ADDRESS: 5928 UTOPIA DR LOT # 539

Please 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.

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

WE NEED BETTER WATER SUPPLIER!

Alice Kalendaric
FEB 24 / 2015

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

CONSUMER QUESTIONNAIRE

NAME: Jerry & Linda Siegrist DATE: 2/24/2015
ADDRESS: 6321 Utopia Dr.

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

1. Do you drink the water provided by Labrador? Yes No - *Culligan filtered + softener*
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No *In addition to -*
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 *Not noticed this year*
5. Does the water provided by Labrador have a bad odor at times? Yes No *was not noticed this year*
6. Does the water provided by Labrador have a bad color at times? Yes No *on flushing tap*
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 *lime deposits?*
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.

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

CONSUMER QUESTIONNAIRE

NAME: CATHERINE BARRETT DATE: Feb 24, 2015

ADDRESS: 5948 JESSUP 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.

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

CONSUMER QUESTIONNAIRE

NAME: Wayne/Linda Hollett

DATE: Feb. 24/2015

ADDRESS: 5932 Utopia 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
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.

The water is only fit to Bathe In. I don't use it for anything but wash clothes & Bathe:

Thank you

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

CONSUMER QUESTIONNAIRE

NAME: SANDY CLAIBORNE DATE: 2/24/15
ADDRESS: 6038 Forest Lake Dr Zephyrhills, FL 33546

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 *not personally*
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
Sometimes
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.

My main issue is the cost. I have a friend that lives
a mile down 54 and she pays 35⁰⁰-40⁰⁰ total ^{city water} my waste is more
than that and then add water to this mine runs 65⁰⁰-70⁰⁰ and
they want to increase water by 35% and waste 70%. NOT
ACCEPTABLE

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

CONSUMER QUESTIONNAIRE

NAME: Dave + Linda Aldrich DATE: 2-24-15

ADDRESS: 5706 Viau Way Zephyrhills Fl

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: Steve Kielb DATE: Feb 24/15
ADDRESS: 6246 Forest Lake 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.

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

CONSUMER QUESTIONNAIRE

NAME: EBEN ELLIS DATE: 02/24/16

ADDRESS: 5720 VIVA WAY ZEPHYRHILLS, FL, 33540

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

1. Do you drink the water provided by Labrador? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: MAURICE DUBOIS DATE: FEB 24/15

ADDRESS: 6401 JESSUP DR. ZEPHYRHILLS, FL.

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

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

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

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

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

CONSUMER QUESTIONNAIRE

NAME: DANIEL B. LAJUNESSE DATE: 2-24-15

ADDRESS: 6015 TWILIGHT DR. ZEPHYRHILLS FL 33546 LOT #228

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.

CAN THEY DO BETTER, YES NO NEED FOR BASE CHARGES FOR
FULL TIME RESIDENTS (WATER BASE CHARGE - WASTEWATER BASE CHARGE)

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

CONSUMER QUESTIONNAIRE

NAME: ELIZABETH MANNING DATE: 2/24/15

ADDRESS: LOT 529 / 5948 Utopia DR Lephyrhills FLA 35540

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.

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

CONSUMER QUESTIONNAIRE

NAME: DAVID + LUCY CROTTY

DATE: FEB 24/15

ADDRESS: 5904 UTOPIA 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
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 *I HAVE MY OWN WATER SOFTENER*
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 NEEDED SO FAR*
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No *BILL ALWAYS LATE*
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 *NOT YET*

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.

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

CONSUMER QUESTIONNAIRE

NAME: Maggie Walton DATE: Feb 24/15

ADDRESS: 6125 Jessup Drive, 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: Tracy Phelps DATE: 2-24-2015
ADDRESS: 6056 Utopia 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.

the sewage treatment plant is behind our house and odors have improved greatly. However, the last two weeks odors have been present.

Tracy Phelps

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

CONSUMER QUESTIONNAIRE

NAME: HAROLD & DONNA KIRKTON DATE: FEB. 24/15

ADDRESS: 5920 JESSUP DR FLE

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 N/A
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.

No increase should be made as long as the water is not drinkable. Rates are too high at the present time for what we receive.

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

CONSUMER QUESTIONNAIRE

NAME: Nancy Ballantine DATE: 2/25/15
ADDRESS: 110 Bruins

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 N/A
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.

poor quality & high prices

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

CONSUMER QUESTIONNAIRE

NAME: Laura Webster

DATE: Jan 25/15

ADDRESS: #119 Browns Rd.

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.

water is really expensive for the quality of
water we pay for.

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

CONSUMER QUESTIONNAIRE

NAME: SUSAN KULLER DATE: FEB 25
ADDRESS: 109 BRUINS 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 *NA*
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No *NA*
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.

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

CONSUMER QUESTIONNAIRE

NAME: GEOAGINE SPOONER DATE: Feb 25, 2015
ADDRESS: 22 - 41219 HOCKEY DR. ZEPHYRITILLS, FL 33540
FOREST LAKE RV PARK
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 X2
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 NOT AS YET AS IT IS A NICE COMMUNITY.

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.

AT TIMES WATER PRESSURE IS LOW.
WHEN MAKING TEA, RESIDUE IS FLOATING ON TEMPT, SO
WE END UP MAKING COFFEE.
COLD WATER IS NOT COLD UNLESS RUN FOR AWHILE.

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

CONSUMER QUESTIONNAIRE

NAME: Roy + Betty Belbin

DATE: Feb. 25, 2015

ADDRESS: 97 Blackhaws

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

we do not drink the water

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.

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

CONSUMER QUESTIONNAIRE

NAME: John + Ruth Russell DATE: 2/25/15
ADDRESS: Bruin's #106 Forest Lake RV-Resort

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.

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

CONSUMER QUESTIONNAIRE

NAME: Leo + Maria Brink DATE: Feb 25/15

ADDRESS: 41219 Hockey Drive Lot 46

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.

When I make tea, I find a brown ring in mine
cup. The water in the toilet at times also leaves
a grey ring. It seems to me that the water
here is hard.

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

CONSUMER QUESTIONNAIRE

NAME: M Vander Veer DATE: Feb. 26/15

ADDRESS: Forest Lakes RV

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.

Notify everyone of boil water by email?

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

CONSUMER QUESTIONNAIRE

NAME: MARTIN + JUDY DASOVICH DATE: 2/26/15

ADDRESS: 5911 TWILIGHT DR. LOT 550 TERRACE HILLS, FL. 33540

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

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

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

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

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

CONSUMER QUESTIONNAIRE

NAME: Jane + Beckman

DATE: Feb 20, 2015

ADDRESS: 5939 UTopia DR.
ZEPHYRHILLS, FL.

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

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

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.

BILLS ARE EXPENSIVE, WATER IS
NOT GOOD QUALITY!

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

CONSUMER QUESTIONNAIRE

NAME: Richard Dresser DATE: 2-28-15

ADDRESS: 41282 Xenon way, Zell FL

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No *Buy bottled drinking 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: ALLAN WITTMAYER DATE: 2/26/15

ADDRESS: 5906 Benz 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.

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

CONSUMER QUESTIONNAIRE

NAME: SANDRA BARBEE DATE: JUL 25, 2015
ADDRESS: 6157 Utopia Dr Lot 816 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.

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

CONSUMER QUESTIONNAIRE

NAME: SUSANNE MISKELLY

DATE: 2-26-15

ADDRESS: 5904 BENZ

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

1. Do you drink the water provided by Labrador? Yes No *-Coffee*
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.

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

CONSUMER QUESTIONNAIRE

NAME: ROBERT AND BARBARA PARTRIDGE DATE: FEB. 24, 2015

ADDRESS: 6033 FOREST LAKE DR., ZEPHYRUS 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 IF THE QUALITY DOES NOT IMPROVE AND INCREASE IS TOO HIGH

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.

IN 2013 BARBARA PARTRIDGE DEVELOPED EAR INFECTIONS AND DRY AND ITCHY IN EAR LOBE WHICH TOOK ANTIBIOTICS TO CLEAR UP. THE DRYNESS RETURNS WHEN I RETURN IN THE FALL AND CLEARS UP A WEEK OR SO AFTER WE LEAVE.

RESIDENTS/SEASONAL SINCE 2006.

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

CONSUMER QUESTIONNAIRE

NAME: Robert + Audraah Moran DATE: 2/25/15
ADDRESS: 6221 Residential Circle

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.

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

CONSUMER QUESTIONNAIRE

NAME: Charles Mann

DATE: Feb 25 2015

ADDRESS: Lot 876 6156 Utopia

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.

My wife and I haven't discussed moving because we love it here. We just don't like the oily feeling of the water or the taste. We also don't like needing to buy a new coffee pot every 3 months. That is why we now buy bottled water. It would be great if the odor and oily taste was no longer in the water.

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

CONSUMER QUESTIONNAIRE

NAME: Donovan and Carol Welch DATE: 2/24/15

ADDRESS: 5903 Utopia 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: LEN STEINMEYER DATE: 2/24/15

ADDRESS: 5917 JESSUP DR, ZEPHERHILLS, 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.

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

CONSUMER QUESTIONNAIRE

NAME: Dorothy Campbell DATE: 2/24/15
ADDRESS: 6203 Jessup 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: CLARENCE E. WIASING DATE: FEB. 25, 2015
ADDRESS: 6043 FOREST LAKE DR. ZEPHYRHILLS, FL 33540

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

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

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

We buy bottled water for cooking and drinking. Cannot stand the smell of water provided by Labrador. The price of water provided by Labrador has reached beyond the upper limits. We are considering moving from the park.

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

CONSUMER QUESTIONNAIRE

NAME: GWEN GILBERT DATE: FEB. 26/15
ADDRESS: 41023 BREAM CIR LOT 127

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 *N/A*
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 love this community so I would not move, so I buy my drinking water instead from the grocery store. I also have installed a water softener to make clothes washing and showering better. The quality of our water is disgusting and I can't believe that Labrador Utilities would consider raising their rate. It is time for the Park to get a new source of water!

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

CONSUMER QUESTIONNAIRE

NAME: Tim and Pam Schwartzentruber DATE: Feb 26 / 2015

ADDRESS: 6343 Spring Lake Circle

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.

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

CONSUMER QUESTIONNAIRE

NAME: HARRY KURBS DATE: 2-24-15

ADDRESS: 6038 PRESIDENTIAL CR

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.

~~AM~~ NOT SATISFIED WITH
THE WATER SYSTEM

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

CONSUMER QUESTIONNAIRE

NAME: Raymond Dion DATE: _____

ADDRESS: 6407 FORESTLAKE 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.

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

CONSUMER QUESTIONNAIRE

NAME: JOHN V DEANNE HAW RYSKO DATE: FEB 24 / 2015
ADDRESS: 6809 FOREST LAKE DR ZEPHYRHILLS FLA.

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.

It is expected that Labrador should provide an acceptable service to its clients. This is certainly not the case. It is unacceptable that they should request an increase and then more unacceptable that they should be granted any increase in rates. It should not be the responsibility of the customer to provide water filter, repair & maintenance at their own cost & they should certainly be reimbursed

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

CONSUMER QUESTIONNAIRE

NAME: POALY NICKERSON DATE: 24 MAR 2015

ADDRESS: 5747 VIA WAY, ZEPHYRUS, FL

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you ^{SEEN} 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 *ONCE.*
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.

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

CONSUMER QUESTIONNAIRE

NAME: R. Trent & Janet Ansel DATE: 2-24-15

ADDRESS: 5635 VIAU WAY

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.

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

CONSUMER QUESTIONNAIRE

NAME: Donald Byrne DATE: Feb 24th - 2015
ADDRESS: 6316 Jessup Drive Zephyrhills Fl.

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

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

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.

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

CONSUMER QUESTIONNAIRE

NAME: Tony Smetana DATE: 2-24-15
ADDRESS: 5750 Viana WAY 2 hills 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.

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

CONSUMER QUESTIONNAIRE

NAME: Russell McGinnis DATE: 2-24-15

ADDRESS: 5731 Viau Way

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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Ann & John Taylor DATE: 2-24-15
ADDRESS: 624 1/2 Utopia Lot 865

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.

We have had excessive water bills due to
leak. Did not know until we got
a bill for \$200 +

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

CONSUMER QUESTIONNAIRE

NAME: Stanley BANACK DATE: 2/24/15
ADDRESS: 6337 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.

Water is so bad, I will not wash my car with it.

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

CONSUMER QUESTIONNAIRE

NAME: JAMES SULLIVAN DATE: 2/24/2015
ADDRESS: 5825 Naples Dr. Zephyr Hills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No 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 N/A
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.

Would not even let my cat drink
this water!!!

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

CONSUMER QUESTIONNAIRE

NAME: Donna Truby DATE: 2-24-15
ADDRESS: 5931 Utopia DC

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.

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

CONSUMER QUESTIONNAIRE

NAME: MARION LATAUNE DATE: 2/24/2015
ADDRESS: 6033 PRESIDENTIAL CIRCLE 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.

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

CONSUMER QUESTIONNAIRE

NAME: STEVE YESTA

DATE: 2-24-2015

ADDRESS: 6060 JESSUP 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.

BAD - BAD - BAD - (BAI)

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

CONSUMER QUESTIONNAIRE

NAME: Shirley Newsom DATE: Feb 24 / 2015
ADDRESS: 6162 Forest Lake Dr 354 395 8307

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.

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

CONSUMER QUESTIONNAIRE

NAME: DAVID LASAGA GLORIA LASAGA DATE: FEB. 24/15

ADDRESS: 5949 Utopia 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
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.

This is my 5th year and I'm yet
to drink or cook with the terrible
water that is supplied by Labrador.

Thank you.

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

CONSUMER QUESTIONNAIRE

NAME: Steven Spring DATE: 2-24-15
ADDRESS: 6162 Jessup

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.

The quality of water and service is
not up to par.

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

CONSUMER QUESTIONNAIRE

NAME: Kurt & Nancy Deoner DATE: 2/24/2015
ADDRESS: 5714 Viaw Way Lot 721

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.

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

CONSUMER QUESTIONNAIRE

NAME: NANCY Emery DATE: 2-24-15
ADDRESS: 5918 Topia 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
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 SOMETIMES
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 CANNOT see how they read our meters when mine and lots of others have meters 6 to 8 inches under water in the meter cans, mine has been under water (from rain) for 3 or 4 months

come and check it out

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

CONSUMER QUESTIONNAIRE

NAME: JOHNN RASEMACHE DATE: 2-24-15

ADDRESS: 6250 UTOPIA Dr. Zephyrus Hills, FL

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No *N/A Quit drinking water here 7/03*
5. Does the water provided by Labrador have a bad odor at times? Yes No *ASO*
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 *Didn't send Bill several times*
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No *NOT IN LAST YEAR*
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No *undecided*

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 cost continues rise but water is still
undrinkable & we still have Boil warnings
several times per year

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

CONSUMER QUESTIONNAIRE

NAME: Calvin Bolton DATE: Feb. 24, 2015

ADDRESS: 5904 Jessup Drive, Forest Lake Estates
Zephyrhills

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

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

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

We ~~would~~ expect to be able to use the water for
drinking purposes but just do not feel safe to do
so! The odor, and the "quality" is not satisfactory.

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

CONSUMER QUESTIONNAIRE

NAME: MICHAEL & BETTY SWELL

DATE: FEB 24, 2015

ADDRESS: 6340 SPRING LAKE CIRCLE

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.

SINCE PURCHASING OUR HOME IN 2013 WE HAVE BEEN UNABLE
TO DRINK OUR WATER DUE TO TASTE & ODOR. OUR
APPLIANCES ARE FULL OF SCALING. WE HAD TO PURCHASE
WATER IN CONTAINERS AS WELL AS FILTERS ON
TAPS. THE PREMIUM YOU CHARGE FOR YOUR WATER IS
OUTRAGEOUS GIVEN WE CANNOT DRINK IT.

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

CONSUMER QUESTIONNAIRE

NAME: EILEEN GOLDSTEIN

DATE: 2/24/2015

ADDRESS: 6202 FOREST LAKE DR ZEPHYRHILLS, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No *- WITH WHOLE HOUSE FILTER*
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.

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

CONSUMER QUESTIONNAIRE

NAME: RON PLUM DATE: FEB 24-15
ADDRESS: 6322 SPRINGLAKE LAKE

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.

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

CONSUMER QUESTIONNAIRE

NAME:

Marion Luma

DATE:

Feb 24 2015

ADDRESS:

6322 Spring Lake Circle

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.

There should be a rate when a resident is at
their other home.

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

CONSUMER QUESTIONNAIRE

NAME: GERALD WILSON DATE: 2/24/2015
ADDRESS: 5545 JESSUP DR Z HILLS 33548

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.

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

CONSUMER QUESTIONNAIRE

NAME: DAN VALLINE DATE: 2-24-15

ADDRESS: 5919 Jessup DR Z Hills FL 33540

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

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

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

MY MAIN CONCERN IS COST

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

CONSUMER QUESTIONNAIRE

NAME: McPhee DATE: Feb 24/15
ADDRESS: 5809 Naples Drive, Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No (*NOT APPLICABLE AT THIS POINT*)
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No (*NONE TO THIS POINT IN TIME*)
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.

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

CONSUMER QUESTIONNAIRE

NAME: G & E STRICKLAND

DATE: FEB. 24/15

ADDRESS: 5732 VIAU WAY

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 **ALWAYS!**
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 **NOT AS BAD AS BEFORE**
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

We would prefer to have Zephyrhills water.
At least we can DRINK it, and not only
is it cheaper, but we won't have to run out
every few days to buy drinkable water.

GOODBYE LABRADOR!

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

CONSUMER QUESTIONNAIRE

NAME: T. H. REID

DATE: FEB 24 / 15

ADDRESS: 6031 TWILIGHT

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 N.A.
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.

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

CONSUMER QUESTIONNAIRE

NAME: Blair E. Zehmer DATE: 02-24-2015
ADDRESS: 6052 PRESIDENTIAL CIRCLE

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.

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

CONSUMER QUESTIONNAIRE

NAME: Gerry Brushett DATE: 24 Feb/15
ADDRESS: 5908 Utopia

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 Better
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.

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

CONSUMER QUESTIONNAIRE

NAME: Mac & Glenys Butler

DATE: Feb. 23, 2005

ADDRESS: 5912 Utopia 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
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 - Dec 23rd - no answer - had to get private plumber.
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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Dana Parker DATE: 2/24/15

ADDRESS: 41037 Bream Circle 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.

A 35% increase & a 70% increase is outrageous!
Connect us w/ Zephyrhills water system!
Dana Parker

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

CONSUMER QUESTIONNAIRE

NAME: Martin VanLaarhoven & Katherine VanLaarhoven DATE: 02/24/2015
ADDRESS: 41050 BREEM CIRCLE ZEPHYRHILLS FL 33540 LOT 121

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 ONLY OWNED FOR 3 YEARS
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.

When I arrived here Nov. 18th, 2014 for the winter season. I drank the water. I always had a metal taste in my mouth. The taste stopped once I stopped drinking the water. Now I purchase water for myself and my dog. My dog drinks more purchased water than the tap water. Clothes have been ruined from the staining from the water.
Martin VanLaarhoven

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

CONSUMER QUESTIONNAIRE

NAME: Anthony Longo DATE: 2/24/15

ADDRESS: 5944 Benz Dr. Zephyrhills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

when water keeps increasing we can not afford to stay.
who would buy our house with this water & expense

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

CONSUMER QUESTIONNAIRE

NAME: Robert R. Haygett DATE: 2/24/15
ADDRESS: 5946 Benz Dr lot 644

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.

Other than undesirable taste & odor of water as well as continued
increases in cost of service there is no evidence of poor delivery of
service

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

CONSUMER QUESTIONNAIRE

NAME: TOM & JANET STEWARD DATE: 2/24/15

ADDRESS: 5942 BEUZ DR. ZEPHYRHILLS, FL. 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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 "BAD" WATER IS WHAT KEEPS ME FROM RECOMMENDING
THIS PARK TO MY FAMILY & FRIENDS. IT IS ALWAYS EMBASSING
TO TELL MY VISITORS THEY CANNOT DRINK THE WATER.

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

CONSUMER QUESTIONNAIRE

NAME: JOHN & DENISE COOPER WHITE DATE: FEB 24 2015

ADDRESS: 5931 JESSUP DRIVE (FOREST LAKE ESTATES) 7 EPHYRHILLS 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 NA *Eventhough we had problems we didn't call.*
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No NA
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 *We shouldn't have to buy water to drink*

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

We have to spend more money to buy our own water, plus CLR to clean our kettle, shower heads, etc...

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

CONSUMER QUESTIONNAIRE

NAME: Anne McAndrew DATE: 2-24-15

ADDRESS: 6227 Forest Lake Dr. ~ Zephyrhills, FL 33540

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

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

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.

should be reducing rates rather than
raising them. Poor quality results in complete
dissatisfaction w/ taste, odor, etc.

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

CONSUMER QUESTIONNAIRE

NAME: BOB & NANCY KEMP DATE: FEB 23/15

ADDRESS: 6042 PRESIDENTIAL CIRCLE

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.

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

CONSUMER QUESTIONNAIRE

NAME: J. N. & N. WRIGHT DATE: 2/24/15
ADDRESS: 6065 Utopia Drive Zephyrhills Fla.

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 YES YES YES
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.

Why the heck can't you get the odor to totally disappear?
Your asking increase in rates is ludicrous.

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

CONSUMER QUESTIONNAIRE

NAME: Rick Huey DATE: 2-27-2015
ADDRESS: 6030 FOREST LAKE DR. ZEPHYRHILLS, FLA.
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.

WATER BURNS EYES, WATER MAKES SKIN ITCH,
WATER TASTE BAD, IT IS BAD ENOUGH TO PAY FOR
WHAT LABRADOR SELL'S US BUT FOR THESE SHYSTER
HAVE THE BALL'S TO ASK FOR MORE MONEY FOR
THEIR SUBSTANDARD WATER IS OUTRAGEOUS AND
INSULTING, THEY ARE ALREADY CHARGING TWICE
TO THREE TIME'S WHAT ZEPHYRHILLS WOULD CHARGE !!
FOR EXCELLENT WATER, STOP LABRADOR!!

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

CONSUMER QUESTIONNAIRE

NAME: David Christensen from Pemberton DATE: 2/24/15
ADDRESS: 6007 Presidential Circle Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Rick & Mary Ann Hunt DATE: 2-24-15

ADDRESS: 6030 Forest Dr. Zephyrhills

Lot 260

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 All The Time
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.

Why should we pay for water we can't drink. I think we should hook up to city water. My clothes are all turning dark. My body drinks the water. My skin actually itches from this water. I have talked to several people who have some problem.

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

CONSUMER QUESTIONNAIRE

NAME: Carol Jones DATE: FEB 24-15
ADDRESS: 5925 BENZ DR.

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

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

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.

Absolutely ridiculous you can't even drink the water so then they want to raise the rates 300%

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

CONSUMER QUESTIONNAIRE

NAME: LELAN JONES

DATE: FEB 24-15

ADDRESS: 5925 BENZ DR.

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

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

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.

Clothes come out black

When washing even whites (i)

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

CONSUMER QUESTIONNAIRE

NAME: JOHN & LINDA BICKERTON

DATE: 2/24/15

ADDRESS: LOT 469 5913 JESSUP 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.

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

CONSUMER QUESTIONNAIRE

NAME: WILLIAM + KAREN MORRIS DATE: 2-24-15

ADDRESS: 6101 SPRING LAKE CIRCLE 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.

High cost!

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

CONSUMER QUESTIONNAIRE

NAME: Helen MATYAS DATE: 2-25-15

ADDRESS: 6162 UTOPIA DR Zephyrhills FL

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No 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 pay for water that I can not drink.
Waste water that doesn't go into sewers. Also
what I pay for 1 month bill here. I pay
the same amount for 1 year in New York and
I can drink it.

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

CONSUMER QUESTIONNAIRE

NAME: Edward MATYAS DATE: 2-25-15

ADDRESS: 6142 UTOPIA DR Zephyrhills FL

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No 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.

We are looking at paying well over \$100.00
A month for water. We had to replace faucets
+ toilet because of something in water that
corrodes the pipes and mechanisms.

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

CONSUMER QUESTIONNAIRE

NAME: JANET ERIKSON & BOB SCHAFF DATE: 02-24-2015

ADDRESS: 41244 XENON WAY ZEPHYRHILLS, FL 33540
(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
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 for us - but maybe for others in our park.*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Edward A. Pelc DATE: 2-24-2015
ADDRESS: 6313 Presidential Cir. 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.

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

CONSUMER QUESTIONNAIRE

NAME: DAN & JEANNE PERRIER DATE: 3-5-15

ADDRESS: 6008 PRES. CIRCLE LOT #246 ZEPHYRUS HILLS FL 33540

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

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

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.

WATER SPOTS ON CARS AFTER WASH !!

WATER SPOTS ON SIDING & WINDOWS AFTER POWER WASHING !!

WORST TASTING WATER IN THE EAST

RATES 3 TIMES THAT OF CITIES IN NEW ENGLAND

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

CONSUMER QUESTIONNAIRE

NAME: Cynthia & Laine Pratt DATE: 3-5-15

ADDRESS: 5928 Jessup 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 *sometimes*
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.

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

CONSUMER QUESTIONNAIRE

NAME: Gordon + Karen Stede DATE: 3-3-15

ADDRESS: 5650 View Way Zephyr hills

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 ^{Yes + No (Sometimes)} 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.

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

CONSUMER QUESTIONNAIRE

NAME: James Beems DATE: 3-5-15

ADDRESS: 6458 Presidential Cir

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

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

CONSUMER QUESTIONNAIRE

NAME: Bertha E. Faulkner DATE: 2-25-15

ADDRESS: 6051 Jessup Dr. Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Loren L. Littleton Jr DATE: 3-3-2015

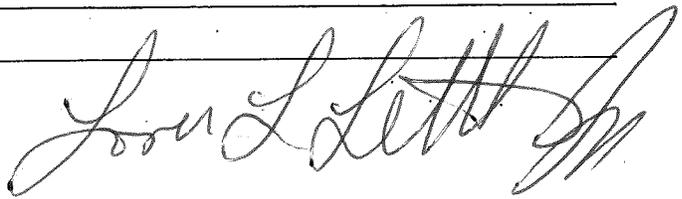
ADDRESS: 5726 VIMB WAY Zephyr hills FL 33540

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

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

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

We have never had a leak and can't afford to
move. The bills are high and the water has
very poor quality. Water pressure is sometimes
non-existent.



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

CONSUMER QUESTIONNAIRE

NAME: Raymond Janke DATE: 3/4/2015
ADDRESS: 41219 Hockey dr. #115 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.

rusty ring around pets water bowl or dishes
with water. Oily film on water, smells sour.

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

CONSUMER QUESTIONNAIRE

NAME: Don + Joyce Zinger DATE: Feb / 15
ADDRESS: Lot 257 Caradens

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.

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

CONSUMER QUESTIONNAIRE

NAME: Vinice + Brenda Kelly DATE: May 4 /15
ADDRESS: 6163 ~~Proctor~~ Forest Lake 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: RONALD KEENER DATE: 3-3-2015
ADDRESS: 6055 SPRING LAKE CIRCLE ZEPHYRHILLS FL

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

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

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

Have noticed a bad odor from the pump station on Spring Lake Circle on several occasions.

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

CONSUMER QUESTIONNAIRE

NAME: HARRISON S. THOM DATE: 2/27/15
ADDRESS: 5715 WILLY WAY ZEPHYRHILLS, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
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.

Poor quality of water ~~water~~ and the
continued rise in the price, makes us want
to hook up with the city water supply.

H.S. Thom

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

CONSUMER QUESTIONNAIRE

NAME: Michael Kebren DATE: 2/24/15
ADDRESS: 10001 Presidential Circle

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.

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

CONSUMER QUESTIONNAIRE

NAME: Phyllis Gambro DATE: 3-4-15
ADDRESS: 6014 SPRING LAKE CR. #159

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.

The water bills are terrible - 100.00⁺
over some months

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

CONSUMER QUESTIONNAIRE

NAME: Larry Sutton DATE: Mar. 3/15

ADDRESS: 6434 Presidential Circle 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.

The water from Labrador Utilities Inc is of very low quality at a very high price. We installed a water purifier just after we moved here five years ago and so drink other water, also we have billing issues frequently.

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

CONSUMER QUESTIONNAIRE

NAME: Adelene O'Kane DATE: FEB 28/15
ADDRESS: 6414 UTOPIA 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.

-LOW WATER PRESSURE
-WHITE WASHIES REQUIRE additional BLEACHES and
PRODUCTS TO REMAIN WHITE (NOT YELLOW!)
- COST IS OUTRAGEOUS!

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

CONSUMER QUESTIONNAIRE

NAME: Ruth E. Wolcott DATE: 2-26-15

ADDRESS: 6004 Presidential Circle Forest Lake Estate

Please indicate a yes or no by checking the appropriate box: Lepusville Fla. 33546

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 have been here eight years & cannot believe how the water bill has increased & still don't drink the water

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

CONSUMER QUESTIONNAIRE

NAME: EDGAR C IRUING DATE: Feb - 26, 2015
ADDRESS: 6233 PRESIDENTIAL GL. 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 once
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

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

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

CONSUMER QUESTIONNAIRE

NAME: Cam & Joan Addison DATE: March 03 2015

ADDRESS: 6371 Presidential Circle

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.

terrible water at an exhorbitant price
never lived anywhere where so many
flushings were required (especially with
no improvement in quality

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

CONSUMER QUESTIONNAIRE

NAME: Ruby & Lloyd Sheppard DATE: March 3, 2015
ADDRESS: 6365 Presidential Circle

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.

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

CONSUMER QUESTIONNAIRE

NAME: WILLIAM BRUDER DATE: MAR. 1, 2015
ADDRESS: 6319 PRESIDENTIAL CIRCLE

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.

We find the water to be extremely hard, requiring more detergent to be used. This obviously can't be good for wastewater.

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

CONSUMER QUESTIONNAIRE

NAME: Sonny Theobald DATE: 2-25-15

ADDRESS: 41219 Hockey Dr Lot 150

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 have tested the water & found the chlorine levels were at 5 or higher.

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

CONSUMER QUESTIONNAIRE

NAME: Dave & Peggy O'Leary

DATE: FEB 25/2015

ADDRESS: Lot 228

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 *NA*
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.

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

CONSUMER QUESTIONNAIRE

NAME: William E. Gilding DATE: 25 Feb 2015

ADDRESS: 6306 Jessup Dr. Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Steve + Shirley Coombs DATE: 24 Feb 2015

ADDRESS: 6047 Forest Lake DR, Zephyrhills, FL Lot 275

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.

We purchased a "water softening system" to lessen the scaled^{ing} in the sinks and bath areas. THE WATER here is very hard, brown at times and sometimes has little organisms float in it. Improvement is welcomed! :)

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

CONSUMER QUESTIONNAIRE

NAME: ART BIGRAS

DATE: FEB. 24/2015

ADDRESS: 5651 VIRU WAY

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.

BEST PARK IN THE AREA WITH THE
WORST WATER SYSTEM.

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

CONSUMER QUESTIONNAIRE

NAME: Eric + Ann Verboon DATE: 24 Feb 2015
ADDRESS: 6456 Presidential Circ

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.

we are paying too much for
Bad water we like town water
cost less we can not afford a
increase

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

CONSUMER QUESTIONNAIRE

NAME: Beverly J Knight DATE: 2-25-15
ADDRESS: 6238 Forest Lake dr Lot 346

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 HAD NO LEAKS
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.

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

CONSUMER QUESTIONNAIRE

NAME: J & B HOGG DATE: Feb 24/15
ADDRESS: 5909 Utopia 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.

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

CONSUMER QUESTIONNAIRE

NAME: Kathleen Gochinski DATE: 2-24-15
ADDRESS: 6415 Presidential Circle, Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No *I use it for cooking*
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.

In the past we could have our water shut off for the summer at no cost now we must pay approx. \$35.00 per month with no water usage.

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

CONSUMER QUESTIONNAIRE

NAME: Mark & Lynn Kacsmer DATE: Feb 24/15
ADDRESS: 6137 Twilight Dr (Lot 143)

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 do not use bleach yet many things have bleach marks!
Lost clothes that were under the water running into
the washing machine because of the bleach in water.
Had a leak at the meter they said was our problem
our water bill was \$300.00 they made us pay it in full!
Always afraid of using too much water because of cost!
Thought of moving into Papehills so no water bill or at
least cheaper.

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

CONSUMER QUESTIONNAIRE

NAME: Keith & Ellen Trask DATE: 2/24/15
ADDRESS: 6245 Twilight Dr. 3 hills 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 *don't know do not drink it*
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.

Water runs slowly on occasion

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

CONSUMER QUESTIONNAIRE

NAME: Alfred & Sharon Russell DATE: 2.24.15

ADDRESS: 6128 Jessup Dr Myrtlewood Hills Fl 33540

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

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

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

There was a problem a few weeks ago with no water. It was fixed reasonably fast. The next mite we had low water pressure and I phoned Labrador. I received a phone call that my problem had to be in my house. The following morning pressure was miraculously restored. It had to be a problem with Labrador, not my house. Thankfully I did not contact a plumber as recommended.

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

CONSUMER QUESTIONNAIRE

NAME: Olafur Egi lsson DATE: Feb. 25, 2015
ADDRESS: 6044 Presidential Circle Lot 310

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.

High Cost of Water and Sewage

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

CONSUMER QUESTIONNAIRE

NAME: JOHN ROULSTON DATE: FEB 24/15

ADDRESS: 6053 JESSUP 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.

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

CONSUMER QUESTIONNAIRE

NAME: GARY W. Levesque

DATE: Feb 25, 2015

ADDRESS: 6239 Utopia Drive

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

1. Do you drink the water provided by Labrador? Yes No *Bottled only*
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 *As most*

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.

Will not recommend this park to any of
my Northern Friends Even again

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

CONSUMER QUESTIONNAIRE

NAME: Rebecca Hensley

DATE: 2/25/2015

ADDRESS: 6239 Utopia Drive

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

1. Do you drink the water provided by Labrador? Yes No *Have to buy bottled water*
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 *but not from Labrador*
5. Does the water provided by Labrador have a bad odor at times? Yes No *All the time*
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 *Yellow tint All the time*
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No *dishwasher quit working*
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 *the only thing*
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No *Labrador has changed is the cost to me*

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.

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

CONSUMER QUESTIONNAIRE

NAME:

BARBARA A. UENO

DATE:

FEB 26, 2015

ADDRESS:

5942 Utopia Dr. Zephyrhills FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

Water has at times Bad color, smell + taste - took
over 1 yr to replace cover that protects meter.
Then 2-4 months to fix leak that was killing meter
holding area. This is suppose to be a 5-1 Star
Rating Park. What are you doing LABRADOR?

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

CONSUMER QUESTIONNAIRE

NAME: Adrian & Muneisha Myles DATE: Feb 26 / 2015
ADDRESS: 6025 Twilight 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
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.

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

CONSUMER QUESTIONNAIRE

NAME: ERIC YEIMAN DATE: FEB 24
ADDRESS: 6025 PINEHURST CIR

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.

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

CONSUMER QUESTIONNAIRE

NAME: John and Pauline York DATE: February 25, 2015
ADDRESS: Lot 131, 41083 Bream Circle

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.

Staff is very professional. Water quality
is poor and always a concern.
COST IS FAR TOO EXPENSIVE.

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

CONSUMER QUESTIONNAIRE

NAME: Olga + Dan Green

DATE: Feb 25/2015

ADDRESS: 6344 Presidential

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.

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

CONSUMER QUESTIONNAIRE

NAME: JOE SABAT

DATE: Feb. 25 - 2015

ADDRESS: Lot 126

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.

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

CONSUMER QUESTIONNAIRE

NAME: JAY, Marg.

DATE: Feb 25, 2015

ADDRESS: 112 BRUINS

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 N/A
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No NOT AS YET

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.

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

CONSUMER QUESTIONNAIRE

NAME: JAY, Al. DATE: Feb. 25, 2015

ADDRESS: 112 BRUINS, 41219 HOCKEY DR. 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
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No N/A
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No Not yet.

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.

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

CONSUMER QUESTIONNAIRE

NAME: PAUL & DOROTHY GRUMMETT DATE: FEB. 25/15

ADDRESS: LOT 215 NORTHSTAR

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.

LAUNDRY IS A HUGE PROBLEM AS WATER TURNS
WHITE THINGS YELLOW.

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

CONSUMER QUESTIONNAIRE

NAME: ISAAC FLETCHER DATE: 2-25-2015

ADDRESS: 41219 HOCKEY DR. LOT 93 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.

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

CONSUMER QUESTIONNAIRE

NAME: Mike Dement DATE: 2/23/15

ADDRESS: 41219 Hockey Dr. Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: DAVE & ELSIE WICKS DATE: Feb 25/2015

ADDRESS: 41219 HOCKEY DR. # 186

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.

We ARE both unable to drink the water due to odor and taste. Also we cannot use it for ice cubes as they too are tainted. Even in the shower at times the odor is strong. It is good for flushing the ~~toilet~~^{toilet} through.

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

CONSUMER QUESTIONNAIRE

NAME: HENRY & OLGA DEKKER DATE: FEB. 25/15
ADDRESS: LOT # 104 FLE RV PARK

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

1. Do you drink the water provided by Labrador? Yes No (AFTER FILTERING IT)
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No (SOMETIMES)
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.

THE WATER IS EXTREMELY EXPENSIVE. I HAVE
CONSIDERED MOVING TO CUT MY EXPENSES.

SEE OVER → *

* WHEN A BOIL WATER ADVISORY IS POSTED I FREQUENTLY AM NOT AWARE OF IT BECAUSE I DON'T LEAVE THE PARK EVERY DAY & IT IS ONLY POSTED AT THE PARK ENTRANCE.

WHY NOT COLLECT AS MANY e-mail ADDRESSES AS POSSIBLE AND LET US KNOW BY MASS e-mail SO WE CAN BE MADE AWARE OF A BOIL WATER ADVISORY. THAT WAY WE CAN NOTIFY OUR NEIGHBOURS WHO MAY NOT HAVE AN E-MAIL ADDRESS AND MANY MORE OF US WOULD BE AWARE.

IT'S NOT THAT DIFFICULT TO DO ONCE YOU HAVE THE E-MAIL ADDRESS LIST AND IT WOULD BE MUCH MORE EFFECTIVE THAN A SIGN WHICH WE MAY NOT SEE FOR 2 OR 3 DAYS.

THANKS,



hodekker@cgeco.ca

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

CONSUMER QUESTIONNAIRE

NAME: K.A. Mayville & Amy DATE: 2.25.15
ADDRESS: 41219 Hockey Dr Lot # 216

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.

Above speaks for itself.

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

CONSUMER QUESTIONNAIRE

NAME: NORM PAQUETTE

DATE: FEB 25-15

ADDRESS: 47 LIGHTNING

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.

WE DRINK THE WATER BUT ARE ALWAYS A LITTLE AFRAID,
WE HAVE 2 FILTERS ON OUR LINE AND STILL GET A SANDY
RESIDUE IN OUR COFFEE MACHINE AND KETTLE AND A
BROWNISH RESIDUE ON OUR TEA AND A BROWN SUBSTANCE
IN OUR CUPS. IT SURE MAKES YOU WONDER. I HATE THE
IDEA OF BYING BOTTLED WATER.

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

CONSUMER QUESTIONNAIRE

NAME: BOB BYCK DATE: Feb. 25/15
ADDRESS: 41219 HOCKEY DRIVE LOT 242

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.

BOIL WATER NOTICES ARE NOT PROPERLY BROUGHT TO THE ATTENTION OF RESIDENTS - POSTING AT THE PARK ENTRANCE IS NOT SUFFICIENT SINCE THEY WILL ONLY BE SEEN BY PERSONS ENTERING THE PARK - PEOPLE WHO MAY NOT LEAVE THE PARK WILL BE UNAWARE OF THE HEALTH HAZARD.

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

CONSUMER QUESTIONNAIRE

NAME: TOM & RENUSKE HARTHOLT DATE: 25 Feb 2015
ADDRESS: LOT 171

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.

NOTIFICATION WHEN TO BOIL WATER DUE TO
BREAK DOWN & REPAIRS SEEMS TO BE A
HIT & MISS AFFAIR.

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

CONSUMER QUESTIONNAIRE

NAME: MARY & DAVID TAYLOR DATE: 2/1/15
ADDRESS: 6005 Twilight DR, Zephyrhills Fl, Lot 230

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.

Cost is way to high even when
water is shut off

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

CONSUMER QUESTIONNAIRE

NAME: BOB JARUSZEWSKI DATE: 2/25/15
ADDRESS: 6351 JESSUP 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.

OUR WATER IS TURNED OFF FOR 6 MONTHS, YET WE
STILL GET BILLED FOR WATER USED AND WASTEWATER
THE COST IS OUTRAGEOUS FOR THE QUALITY WE
RECEIVE.

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

CONSUMER QUESTIONNAIRE

NAME: Randall + Edith S. Hammow DATE: 2-25-15
ADDRESS: 6306 Presidential Circle

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 DNA
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.

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

CONSUMER QUESTIONNAIRE

NAME: CAROL Kohanski DATE: 2/24/15
ADDRESS: 5641 VIAN Way Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
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 ? Don't drink it
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.

low water pressure takes forever to wash clothes

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

CONSUMER QUESTIONNAIRE

NAME: FRANCIS KOHANSKI DATE: 2/24/15

ADDRESS: 5641 VIAN WAY

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 } DONT DRINK IT
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.

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

CONSUMER QUESTIONNAIRE

NAME: Henry Gerrits DATE: Feb 27/2015
ADDRESS: Lot 65 Forest Lake RV

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.

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

CONSUMER QUESTIONNAIRE

NAME: Richard Lightner DATE: 2-26-15

ADDRESS: 41219 Hockey Dr Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

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

CONSUMER QUESTIONNAIRE

NAME: Richard W Burns DATE: 2-26-15
ADDRESS: 41912 Hockey Dr ^{lot} 177

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.

We were using Better Water in Keurig
coffee maker. The water killed it. Now
we buy water to make coffee - The
filters are about \$45/yr.

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

CONSUMER QUESTIONNAIRE

NAME: RON KEINCK DATE: FEB 25/15
ADDRESS: LOT # 158

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.

THIS IS THE ONLY R.V. PARK I'VE STAYED IN
IN BOTH CANADA AND THE U.S. THAT I HAVE TO
PAY FOR WATER.

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

CONSUMER QUESTIONNAIRE

NAME: DONALD FOSTER DATE: 3/11/15

ADDRESS: 6030 PRESIDENTIAL CIRCLE

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.

SO TIRED OF HAVING WATER UNFIT FOR USE,
AND HAVING TO BUY WATER TO DRINK !!!

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

CONSUMER QUESTIONNAIRE

NAME: Rick Burdick DATE: 3/1/15
ADDRESS: 6168 Forest LAke 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.

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

CONSUMER QUESTIONNAIRE

NAME: PEGGY YOUNG DATE: 3/5/15

ADDRESS: 5922 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 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 NOT YET - ONLY BEEN HERE 1 YEAR

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.

HAD TO REPLACES VALVES
WHEN I BOUGHT IN 2014

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

CONSUMER QUESTIONNAIRE

NAME: JAMES E. Althea Spencer DATE: 3/19/15

ADDRESS: 5990 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.

We need City Water. IT is cleaner AND
Taste better.

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

CONSUMER QUESTIONNAIRE

NAME: EMIND HAYNES DATE: 3-22-15
ADDRESS: 4205 TWILIGHT DR. ZEPH. 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.

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

CONSUMER QUESTIONNAIRE

NAME: H. Johnston DATE: Mar 3, 2015

ADDRESS: 41232 Whisman Pl.

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 *see below*
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 pay a small service charge for my
electric service during the summer
months when I am gone back north
I also pay a small fee for my phone
& TV its a one time fee for the summer
mos. Why does Labrador charge \$30.00 plus
per month when I am not using any
water or sewerage?

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

CONSUMER QUESTIONNAIRE

NAME: RONALD A ROUSSEAU DATE: 7 MARCH 15

ADDRESS: 6351 SPANGLER LAKE CIRCLE, 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.

- EVEN AFTER FILTERING THROUGH A FAUCET MOUNTED PUR-O-LATOR FILTER, WHEN YOU FILL A LARGE GLASS WITH WATER AND LET IT SIT FOR AWHILE, A WHITE ASHY SEDIMENT SETTLES AT THE BOTTOM.
- KEEP RAISING RATES AND YOUR PROFITS GO DOWN? NO WONDER, BECAUSE NOW WE ALL USE LESS WATER!

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

CONSUMER QUESTIONNAIRE

NAME: Nancy Bailey DATE: 03-04-15
ADDRESS: 41221 Whitmer Dr Lot 19

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.

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

CONSUMER QUESTIONNAIRE

NAME: DON & MARINE STEVENS DATE: MAR. 10, 2015

ADDRESS: 5942 JESSUP DR.

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

1. Do you drink the water provided by Labrador? Yes No *Not because I like it. I just refuse to buy bottled water. I have 3 filter on system. It still tastes awful.*
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No *Read above.*
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 *Too many boil water advisories*
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.

It is far too expensive as it is.

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

CONSUMER QUESTIONNAIRE

NAME: Gilbert De Paape DATE: Mar 8/15
ADDRESS: 6334 Spring Lake Circle, Zephyrhills, Fla 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 *We don't drink it.*
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.

Water marks on dishes, also cloudy glasses when using dishwasher. Water marks on car after washing it.

CONSUMER QUESTIONNAIRE

NAME: CHARLES BUDDY ROGERS DATE: 3/10/2015

ADDRESS: 5948 BENZ PLACE 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.

THE WATER IS A LITTLE BETTER BUT NOT GOOD ENOUGH
TO DRINK AND WE ARE PAYING TOO MUCH FOR THE AMOUNT
WE ARE USING. WE HAVE CONSIDERED MOVING BUT IT WOULD
COST TOO MUCH.

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

CONSUMER QUESTIONNAIRE

NAME: DWIGHT M. MATHEW

DATE: Mar 2 / 2015

ADDRESS: 6125 UTOPIA

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.

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

CONSUMER QUESTIONNAIRE

NAME: Gnette Nadeau DATE: March 05-2015

ADDRESS: Forest Lake R.U. Resort 41219 Hockey Dr. Lot #39 Zephyrhills
Florida 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 not at this time

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.

Used the water only for showers and do the dishes, and watered the plants.

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

CONSUMER QUESTIONNAIRE

NAME: James C. Johnson DATE: 3-9-2015

ADDRESS: Forest Lake RV Resort

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

1. Do you drink the water provided by Labrador? Yes No SOME
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.

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

CONSUMER QUESTIONNAIRE

NAME: James Markstrom

DATE: March 3, 2015

ADDRESS: Janet Markstrom

5807 Naples Drive ~~Wapahula~~

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 BUY BOTTLED WATER
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 haven't called
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

We make regular trips to the grocery store to purchase water for cooking & drinking. I don't dare to make ice cubes from icemaker feature. The price for water that we can not use is extraordinary.

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

CONSUMER QUESTIONNAIRE

NAME: Robert & Margaret Rose DATE: 3/6/15
ADDRESS: 6245 Utopia Dr. Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No *don't drink it*
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.

On 3/5/15 our water turned rusty brown in the afternoon without any warning or explanation.

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

CONSUMER QUESTIONNAIRE

NAME: GEORGE WATSON DATE: 3-11-15
ADDRESS: 5934 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.

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

CONSUMER QUESTIONNAIRE

NAME: DELBERT J LOWRY DATE: 3/11/15
ADDRESS: 6246 TWILIGHT 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.

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

CONSUMER QUESTIONNAIRE

NAME: NANCY PUMFREY DATE: 2/27/15

ADDRESS: 635 FOREST LAKE DR Z-HILLS FL 33546

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 N/A
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.

Costs continue to rise for water we don't drink,

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

CONSUMER QUESTIONNAIRE

NAME: ANNE MARIE DOVE DATE: MARCH 8, 2015
ADDRESS: 6310 SPRING LAKE CIRCLE

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.

→ grey silt - residue lines sinks after doing dishes
→ dark clothing appears faded after a couple of washes
→ fees charged when no services are being used are way too HIGH!!

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

CONSUMER QUESTIONNAIRE

NAME: SEBASTIAN VALENTI DATE: 3-7-15
ADDRESS: 5930 JESSUP DRIVE

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

1. Do you drink the water provided by Labrador? Yes No *WITH FILTER*
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.

PAYING FOR WATER + SEWAGE, WHEN
NOT BEING USED SOUNDS CRAZY!

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

CONSUMER QUESTIONNAIRE

NAME: ALAN L. HACKEY DATE: 3/9/15

ADDRESS: 6339 JESSUP DR. ZEPHYRHILLS, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

COST OF WATER IS HIGH! I'M A SINGLE PERSON WHO WORKS AWAY FROM HOME 5 DAY A WEEK. WHY IS MY WATER BILL CLOSE TO \$80 PER MONTH? I WOULD LIKE COUNTY OR CITY WATER. IT HAS TO BE LESS EXPENSIVE.

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

CONSUMER QUESTIONNAIRE

NAME: JOHN SAUVE

DATE: MARCH 5/2015

ADDRESS: 6010 FOREST LAKE DR ZEPHYRHILLS

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No *NOT SURE DON'T DRINK IT*
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
sometimes sandy? film w better of sink
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 *COFFEE MAKER*
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

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

There has been no improvement in water quality since we have lived within park. It is an added expense to be buying H2O to drink. I make coffee with cost of Labrador's water keeps going up with no improvement to it's quality of water

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

CONSUMER QUESTIONNAIRE

NAME: CARTER

DATE: 3/6/15

ADDRESS: lot 261

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.

The cost of water is to high

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

CONSUMER QUESTIONNAIRE

NAME: Kathleen F. Narden

DATE: Mar 3/15

ADDRESS: Lot 154

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 buy water for drinking & cooking

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

CONSUMER QUESTIONNAIRE

NAME: Sharon Rennaker DATE: 2-25-15
ADDRESS: 41219 Hockey Dr # 188

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.

Rings in toilets, sand clogging Shower
Heads

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

CONSUMER QUESTIONNAIRE

NAME: Bonnie Cousibeau DATE: March

ADDRESS: Lot 132 Mapleleaf

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.

Have noticed poor pressure at times, no notice when water was shut off. very inconvenient. Inconvenient to have to buy water to drink when we pay to have water to the trailer.

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

CONSUMER QUESTIONNAIRE

NAME: LEE EDENG

DATE: 2-27-15

ADDRESS: 41219 HONEY DR LOT #6

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 *DON'T DRINK*
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.

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

CONSUMER QUESTIONNAIRE

NAME: RICK & DEBBIE BROJASKY DATE: MAR 5/2015
ADDRESS: 264 CANADIANIS

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.

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

CONSUMER QUESTIONNAIRE

NAME: Robert & Mildred Ullrich DATE: FEB 25 / 15
ADDRESS: LOT 7

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.

We choose to purchase drinking water but use tap water to wash our teeth and cook vegetables etc. There is some chlorine taste and smell at times which is normal with town systems.

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

CONSUMER QUESTIONNAIRE

NAME: Jim & Joan Laidlaw DATE: Feb. 25
ADDRESS: Lot 220 RV Park

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 N/A
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No N/A
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No N/A

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.

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

CONSUMER QUESTIONNAIRE

NAME: George Beveridge DATE: 3-3-15
ADDRESS: 5945 Benz DR Lot 646

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.

Installed, water softener, wholehouse filter outside
and under kitchen sink plus refrigerator filter

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

CONSUMER QUESTIONNAIRE

NAME: Richard GREENE F.F.E. DATE: 02/24/2015
ADDRESS: 41276 Xenon Way Lot 30.

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.

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

CONSUMER QUESTIONNAIRE

NAME: Mike & Cheryl Desnoches DATE: 3-5-15

ADDRESS: 6014 Presidential Circle

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.

Cost of monthly water use is outrageous!
We purchased a full house filter an ~~sink~~
drinking water Filter at our expense of
\$5000.00, The bad water makes The value
of our beautiful home, had we been informed
at Time of purchase, we would have thought
Twice.

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

CONSUMER QUESTIONNAIRE

NAME: GARY R. JOHNSON DATE: 3/6/15

ADDRESS: 6239 PRESIDENTIAL CIRCLE LOT 369

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.

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

CONSUMER QUESTIONNAIRE

NAME: Sandra & Douglas Sage

DATE: March 5, 2015

ADDRESS: 5724 Vian Way, Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water ^{residential treatment system} cooler instead of drinking the water provided by Labrador?
 Yes No ? *Two Questions - We treat Labrador water before using it
we use an RO system*
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.

My entire career was spent in water and waste water treatment (38 years)
I have never encountered a purveyor that lies, ie at one
recent water outage he told us it was pump failure, 15 mins later
he told our neighbor it was a major pipe break. Other items include
failure to operate the backup generator during power outages.
Most important failure to provide a confirmation "safe"
lab test after and unsafe of or low pressure

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

CONSUMER QUESTIONNAIRE

NAME: CHARLES SHRONTZ DATE: FEB 26 2015
ADDRESS: 5943 JESSUP DRIVE - ZEPHYRHILLS FL 33570

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

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

CONSUMER QUESTIONNAIRE

NAME: John L. Martin

DATE: March 5, 2015

ADDRESS: 8001 Forest Ln. 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.

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

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

CONSUMER QUESTIONNAIRE

NAME: Neil + Denise Murchison DATE: 25-02-2015
ADDRESS: 6006 Presidential Circle

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.

We have installed filters, and still do not use the
water for drinking.

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

CONSUMER QUESTIONNAIRE

NAME: Betty Blanchard DATE: 03-03-15
ADDRESS: 41271 Xenon Way Zephyrhills, F 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, haven't use the service
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No - we have never called them.
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.

① We do not live near wastewater facility
We can't believe the cost of our water. We are
gone 6 months - using "no" water and we have
to pay the service anyway - which is high!

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

CONSUMER QUESTIONNAIRE

NAME: David Stone DATE: Feb. 24th, 2015

ADDRESS: 5946 Utopia Drive, Zephyrhills, Florida

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.

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

CONSUMER QUESTIONNAIRE

NAME: David & Lynne Magee DATE: 3/14/15
ADDRESS: 6336 FOREST LAKE 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 FILTERED ~~AND~~ THROUGH OUR FRIDGES
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.

We have only been here for a few months since purchasing last Apr/May/14. but haven't had any problems to date. Cost would be our only concern if we ~~are~~ stay with Labrador.

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

CONSUMER QUESTIONNAIRE

NAME: Clara E. Shutt

DATE: March 6, 2015

ADDRESS: 6249 Presidential Circle 2-Hill Fla 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.

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

CONSUMER QUESTIONNAIRE

NAME: John McLennon DATE: MAR. 6/15
ADDRESS: 6045 Presidential Cir. LOT 311

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 feel we ARE PAYING FAR TO MUCH FOR
THE QUALITY OF WATER THAT WE ARE
RECEIVING

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

CONSUMER QUESTIONNAIRE

NAME: ROBERT NENNIG DATE: 3/13/15
ADDRESS: 6038 PRESIDENTIAL CIRCLE

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.

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

CONSUMER QUESTIONNAIRE

NAME: William & Margaret Mac Donald DATE: March 13, 2015
ADDRESS: 5905 Twilight Drive, Forest Lake Estates, Zephyrhills
Florida

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.

Water Rates are extremely high for the
poor quality of water!

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

CONSUMER QUESTIONNAIRE

NAME: Asuta Cain DATE: 8-12-15

ADDRESS: 6143 Presidential Ct

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.

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

CONSUMER QUESTIONNAIRE

NAME: GEORGE J. GALLANT

DATE: MAR 12, 2015

ADDRESS: 6168 JESSUP 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.

I live apx. 3 blocks from pumping station
& can smell it on certain days.

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

CONSUMER QUESTIONNAIRE

NAME: Renée Chamberlin DATE: March 13, 2015
ADDRESS: 6301 Jessup Dr - Zephyrhills Fla. 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.

My complaint is the quality of the water
being very bad & the price is
unacceptable.

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

CONSUMER QUESTIONNAIRE

NAME: Dave Covey DATE: MAR 17/15
ADDRESS: 6127 UTOPIA DR. Zephyrhills

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
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.

FOREST LAKE ESTATES CONCERN REPORT

YOUR NAME: TERRY & SUSAN HAYNES LOT # 144

ADDRESS: 6131 TWILIGHT DR

TELEPHONE NUMBER: 989-350-4371

ADDRESS & NATURE OF THE CONCERN:

NAME: TERRY & SUSAN HAYNES LOT # 144

ADDRESS: 6131 TWILIGHT DR

TELEPHONE NUMBER: 989-350-4371

Water smells & taste bad & there is a film on the water. It's very hard on appliances (eg- coffee pots) & on faucets & shower heads. We must buy bottled water to make coffee & tea, to cook & bake & to drink. Water pressure is unreliable - sometimes high & sometimes low.

Terry Haynes
RESIDENT'S SIGNATURE

02/20/2015
DATE

Susan Haynes
FOLLOW UP:

NAME

DATE

VIOLATION LETTER _____
FOLLOW-UP LETTER _____

CC: STUART _____
MORALES _____
FILE _____

FOREST LAKE ESTATES CONCERN REPORT

YOUR NAME: BOB HUNTER & DENISE HUNTER LOT # 685

ADDRESS: 5749 VIAU WAY

TELEPHONE NUMBER: (813) 788-5659

ADDRESS & NATURE OF THE CONCERN:

NAME: BOB HUNTER LOT # 685

ADDRESS: 5749 VIAU WAY

TELEPHONE NUMBER: (813) 788-5659

On Wed. Feb. 19th about 3p.m. the water lines under the vanity sink in the master bathroom blew the shut off valve apart. Good thing I was home and able to get the water shut off. We cleaned up the water, but it still ran outside to the driveway. Tile floor is fine. We believe the water pressure is far too strong. So glad we were home & avoided major damage.

Robert Hunter & Denise Hunter
RESIDENT'S SIGNATURE

Feb. 26th / 15
DATE

FOLLOW UP:

NAME

DATE

VIOLATION LETTER _____
FOLLOW-UP LETTER _____

CC: STUART _____
MORALES _____
FILE _____

CC: Stuart _____
Moraes _____
File _____

FOREST LAKE ESTATES

CONCERN REPORT

RESIDENT NAME: David Moore

LOT NUMBER: 508

ADDRESS: 9937 Leland Dr

TELEPHONE NUMBER: _____

NATURE OF THE CONCERN:

Strong Season Swell in the Pond this
A.M.

David Moore
RESIDENT SIGNATURE

3-16-15
DATE

FOLLOW-UP:

NAME _____

DATE _____

COMMENTS:

Violation Ltr. _____

Follow-Up Ltr. _____

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name Sandra Claiborne

Address 6038 Forest Lake Dr

Zephyrhills, Fl 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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

Water quality is very bad. I have had a filter system up under sink only use for coffee + boiling for ^{cooking} ~~and other~~ Use bottled water for drinking.

Water coming out of taps has an odor. Not being able to use water 1/2 a day the first Mon of each month is inconvenient.

When I lived in Medicare my bills ^{water/sewage} come every 3 mos and was still less than I am paying monthly. I do not believe Labrador deserves a rate increase. Hopefully we will start annexation process again and get city amenities.

NO RATE INCREASE PLEASE!!!

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Mr + Mrs
VERBOON
6456 Presidential

STAMP

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

Fold Here

We can not afford a increase more
our water comes from Walmart we
can not drink it. You must have
a fat pay check. We can not
afford to pay when we not
here and don't even use a drop
of water Please help us. Thank you

Tape

Fold Here

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

DOCKET NO. 140135-WS

Name CLARENCE WIRSING

Address 6043 FORBIST LAKE DR
ZEPHYRHILLS, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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>The water provided by Labrador is not fit for human consumption. We do not drink the water. The water smells and its disgusting to have to use it for washing dishes, clothes and taking showers.</i>

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name EILEEN GOLDSTEIN

Address 6292 FOREST LAKE DR.

ZEPHYRHILLS, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
IN 2011, MY HUSBAND AND I PURCHASED A FULL HOUSE WATER FILTER BECAUSE OF THE POOR WATER QUALITY. WE ALSO HAVE A REFRIGERATOR FILTER FOR DRINKING WATER. WITH ALL THESE ADDITIONS, I STILL SMELL CHLORINE WHEN SHOWERING AND HAVE A GRAY RING IN OUR TOILETS AFTER ONLY A FEW DAYS AFTER CLEANING THEM. IF LABRADOR UTIL. IS GRANTED THE RATE INCREASE, MY HUSBAND AND I WILL BE PAYING \$170.00 PER MONTH FOR WATER AND SEWER THAT IS STILL POOR QUALITY.
WE, LIKE ALL THE OTHER RESIDENTS IN OUR PARK, ARE ON FIXED INCOMES AND CANNOT AFFORD TO PAY THIS MUCH, IN ADDITION TO ALL OUR OTHER EXPENSES. THE FULL HOUSE WATER FILTER COST WAS \$1365.00 AND THE REFRIGERATOR FILTERS ARE \$40.00 EACH AND ARE REPLACED EVERY 6 MONTHS. WHY DID WE SPEND ALL THIS, AND THEN STILL HAVE TO SPEND THE MONEY ON THE RATE INCREASE.

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name William E. Gilding
Address 6306 Jessup Drive
Zephyrhills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
The water is so bad we could not drink it and our clothes were not clean after washing. I had to have a water filtration system put in at a cost of several hundred dollars.
We had two water leaks near our home recently and the response for repairs took up to 12 hours. And they left a mess!
I also object to being charged the fee for wastewater for every gallon of water used when a portion is for washing my house or car etc. This water does not go into the treatment plant.
In summary, I do not believe Labrador Utilities Inc. should be granted <u>any</u> increases in <u>any</u> rates!

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name JOHN & DENISE COOPERWHITE
Address FOREST LAKE ESTATES - 5931 JESSUP DR.
ZEPHYRHILLS, FL. 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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	
LABRADOR UTILITIES INC. DON'T DESERVE ANY INCREASE IN RATES BECAUSE THE RESIDENTS OF FOREST LAKE ESTATES HAVE HAD TO ENDURE INCREASES IN THE PAST WITH THE PROMISE OF AN IMPROVED QUALITY OF WATER - TO DATE THAT HAS NOT HAPPENED, SO WHAT WERE THE INCREASES FOR? THE WATER QUALITY IS ATROCIOUS, IT SMELLS HAS TOO MANY CONTAMINATES AND ISN'T VERY CLEAR. IT IS SO BAD OUR KETTLE AND SHOWER HEADS SCALE UP WITHIN DAYS SO WE HAVE TO KEEP CLR ON HAND AT ALL TIMES. IT IS NOT DRINKABLE! WE HAVE TO BUY WATER IN ORDER TO DRINK IT, COOK WITH IT AND CLEAN WITH IT. MY WIFE AND I ALSO FIND IT AN OUTRAGE THAT WE'RE CHARGED FOR WATER WHEN WE ARE NOT HERE - IT IS SHUT OFF AT THE HOUSE AND AT THE MAIN WATER SHUT OFF AT THE STREET, SO NO WATER IS BEING USED. IT IS AN OUTRAGE THAT YOU WOULD EVEN GIVE THEM AN EXORBITANT INCREASE - ESPECIALLY WHEN JUST ABOUT EVERYONE HERE IS LIVING ON A FIXED INCOME!	

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name ELLEN STEVENS

Address 6022 FOREST LAKE DRIVE
ZEPHYRHILLS, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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 strongly that Labrador Utilities, Inc. should not receive the requested	
rate increase as the water supplied to Forest Lake Estates is not good quality	
and has not been for several years.	
Examples of this:	
1. I have to use a filter so I can drink the water	
2. The drain in my bathroom sink continually collects a ring of black slime	
3. I have to keep replacing my cat's water bowl because it gets a yellow	
and black stain which I cannot get off	

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name James + Marilyn Gaber

Address 6239 Forest Lake Drive

Zephyr hills FL

Please submit your comments about this docket to the Florida Public Service Commission by completing 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 installed water filter's to correct
smells but water still stinks.
Stains Dishes:
Sewer stinks.
Cost too much.

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name JACK + AUDREA EMERY

Address 6037 Forest Lake Dr
Zephyrhills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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

① *We never drink our tap water without filtering the water first.*

② *We profoundly disagree with all rate increases. The present cost is already excessive.*

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name Ruby Schwartz
Address 6409 Residential
(not)

Please submit your comments about this docket to the Florida Public Service Commission by completing 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>this raise is going to be a hardship for many.</i>
<i>I wish we could water from Zephyrhills it would taste better and be cheaper in the long run.</i>

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name James Jones
Address 6209 Utopia
Zephyrhills FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
1. poor water quality
2. WAY TOO HIGH PRICES
3. Smell from treatment center
4. sediment in water clogging lines and filters

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name Donelda (Dee) Bright
Address 6126 Spring Lake Cr.
Zephyrhills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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 have lived in this park for 23 yrs. during six months in winter. During all this time I have had to purchase my water for drinking - that adds up to quite an expenditure.

I don't see how you keep granting Labrador increases when the water is so strong of chemicals and additives that it remains undrinkable!

I also feel it is completely unfair that we are charged about \$35.00 a month for the six months we live up North - we don't use one drop of water & don't contribute to wear & ~~to~~ ^{tax} on their equipment.

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name Marion LaFanne
Address 6033 Presidential Circle
Zephyr Hills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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.

4/13/2015

CONSUMER COMMENTS

In order to tolerate this water, I have to have filters and buy bottled water. My laundry ^{doesn't} get any whiteness to it kind of gray. How about going to brush your teeth and water is brown & not acceptable. We ~~get~~ ^{HAVE} a smell. How dare they even suggest a rate increase. How dare you (commission) grant that increase. About 3 wks ago 9:30pm - no water called neighbors - no water, 2 wks in a row - no phone call whatsoever.

I'm on a fixed income so an increase that they are suggesting is way beyond "cost of living". A few years ago I had a leak they sent someone down. He told me not to worry, leak on Labrador's side - But, Labrador told me this man was ^{Fold and tape -- see back for address} unauthorized to tell me that. So why did they send him - plus all that water went on ground \$400.00 - \$500.00

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media. ^{I had to pay.}

So customer service, not so good either.

Marion LaFanne

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name Marcy Triana

Address 6243 Forest Lake Dr.
Zephyrhills, Fl.

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
Water that stinks
Dishes + glass stained
Widow on one income
Pay to much for what we get
Been here since 1992, since then it
has gotten worse

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name Doreen Iannazzo
Address 6013 Spring Lake Circle
Zephyrhills FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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 have a whole house water filter installed to filter the water going into my water softener to protect it from the low quality water. Then I have another filter after the softener to further improve the water. Still the quality of the water is poor. I am a widow who can not afford an increase in rates as I am already paying high electric rates for the filter and softener system as well as the salt.

Doreen Iannazzo

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name Doreen Iannazzo
Address 6013 Spring Lake Circle
Zephyrhills FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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 have a whole house water filter installed
to filter the water going into my water
softener to protect it from the low quality
water.
Then I have another filter after the softener
to further improve the water.
Still the quality of the water is poor.
I am a/widow who can not afford an increase
in rates as I am already paying high electric
rates for the filter and softener system
as well as the salt.
<i>Doreen Iannazzo</i>

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

Labrador Utilities, Inc.

DOCKET NO. 140135-WS

Name MAURICE DUBOIS

Address 6401 JESSOP DR
ZEPHYRHILLS, FL.

Please submit your comments about this docket to the Florida Public Service Commission by completing 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

Enough is enough, it is about time the commission starts listening to the seniors in the parks, which are on fixed incomes. They sit up in front of the people and take notes of the residents complaints. They go back to the commission have a meeting and grant Labrador Utilities then vote increase. We have been in the park of almost 24 years been to all the meetings regarding the water rate increases, they sit and listen to everyone tell them about the horrible quality of water, SMELLS, RUST IN TE WATER, SAND, it is not fit for animals let alone humans, service is terrible. IT IS TIME TO DO SOMETHING NOW!

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name Ronald & Linda La Rue
Address 6062 Utopia Dr.
Zephyrhills, Fl. 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
<p>We pay more per month to convert the water supplied to use usable, by filter, softening, & reverse osmosis, the sewer water sewer bill up north. We must conserve now to the point that the water closet is flushed but 2 or 3 times per day.</p> <p>If the product & service provided, it should cost less than we now pay. If they need more for the water they provide then let someone else take their place.</p>

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name David Moore
Address 5937 Jessup Dr.
Zephyrhills, Fla. 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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.

2-11-2015 - Still ~~not~~ in home

CONSUMER COMMENTS
Since we have lived here (8 yrs) we have had to buy Bottled water to drink and Cook with. The water that comes out of our house taps is horrible in smell, Color and Staining Agents.
This year Jan. 6th 2015 we returned to our Fil. residents to find that sometime during the visit a shut off valve blew apart inside one of our bathrooms and 9,280 gals of water ran at will flooding most of house and damage made it impossible to live in.
I had 2 previous valves blow and replaced all shut off valves. This one was one of the newer ones. I contacted Labrador Utilities by phone asking for relief on Bill as none of the 9,280 gal. went into sewer, went to ground, turned in. They thing I asked for. No response yet. Damage Repair \$17,673.79

also replaced all plumbing \$1,400. us as Chem. weakened the plastic lines and filing.

Fold and tape -- see back for address
Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name CHARLES AND MYRNA McINTYRE
Address 6014 FOREST LAKE DR.
ZEPHYRHILLS, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
<p>As an 11 year resident of Forest Lake Estates, we have been anticipating the water quality to improve, as promised by Labrador Utilities, Inc. Since I am writing a response to the Feb 11th meeting, this obviously hasn't happened. We wouldn't mind paying the high water bill if the water was acceptable, but it isn't. We too, have filters, buy bottled water, etc. When is Labrador going to abide by their promise and take care of business for the residences of Forest Lake Estates?</p>

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name RUSSELL MCGINNIS

Address 5731 VIAU WAY

ZEPHYRHILLS, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
BAD WATER QUALITY
NO BOIL WATER NOTICE ON WATER OUTAGE
RATES TOO HIGH WHEN WE ARE NOT ON THE
PROPERTY FOR 3 MONTHS OR 6 MONTHS
\$30.00 NOW GOING TO \$50.00 AND WE WILL
NOT BE USING ANY WATER = WHAT
IS THIS FEE FOR?
WHY IS THE RATE INCREASE
GRANTED WHEN THE SERVICE
IS SO POOR.

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name ROBERT JARUSZEWSKI

Address 6351 JESSUP DR.

ZEPHYRHILLS, FL. 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
THE WATER QUALITY AT FOREST LAKE ESTATES
IS VERY POOR, CONSIDERING THAT 'ZEPHYRHILLS'
WATER IS NATIONALLY KNOWN.
AS SNOWBIRDS, OUR WATER IS TURNED OFF
WHILE WE'RE NOT HERE - WHY ARE WE
CHARGED FOR WATER EACH MONTH? AND
WHEN WE ARE HERE, WHY A DOUBLE CHARGE
FOR WATER COMING INTO OUR HOUSE AND AGAIN
THE SAME AMOUNT GOING OUT LABELED AS
WASTEWATER?

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name MICHAEL & JANIE WALT

Address 6017 FOREST LAKE DR.
ZEPHYRHILLS, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
OUR WATER IS UNDRINKABLE. WE BUY OUR DRINKING WATER BY THE GALLON AND SMALL 12 OZ DRINKING WATER BY THE CASE. WE CANNOT USE OUR ICE CUBES AS THEY ARE DARK YELLOW. OUR POTS AND PANS DO NOT COME CLEAN. WE CANNOT GET THE SCALES OFF. OUR WHITE CLOTHES ARE YELLOW WHEN THEY COME OUT OF THE WASHER. WE ARE ON A FIXED INCOME AND WE ARE VERY UNCOMFORTABLE WITH THE CONSTANT INCREASE IN THE WATER AND SEWAGE BILLS.

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name Conrad R. Deschenes
Address 5930 Utopia Dr.
Zephyrhills, FL. 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing 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 only been in this park for 4 months, but we have to say that the water we are being provided is the worse I've ever had. It's not fit for consumption. We have to purchase cooking, drinking besides paying a bill that is twice the amount as other parks in this area. Sometimes even the laundry stinks. The smell even invades our home.

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

DOCKET NO. 140135-WS

Name Mark & Christine Heitner
Address 6334 Jessup Dr.
Zephyrhills, FL. 33540
(Forest Lake Estates color)

Please submit your comments about this docket to the Florida Public Service Commission by completing 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

First of all the water rates are over the top!!
for just the cost of having water with out even
using a drop cost the same as a friends
cost for her city water (combined w usage & fees)
Having a smaller sized company we should have
higher quality not higher prices! The water
purity is below par. The amount of
water outages is way too high. We do not
give our pets the water, we do not drink
the water, we buy bottled!! We can not
afford any fancy filters and softeners so
we suffer through all the scaling damage
to our dishes, showers, cloths, etc. I am
100% percent Againt Any increase! I vote to

Fold and tape -- see back for address

remove Labrador as

our
ponder

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.