

Angela Charles

From: jjklfl@aol.com
Sent: Wednesday, July 29, 2015 7:18 PM
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Subject: New DEP Complaint (Previous Consent Order PWS ID # 660-48240 Current PSC Rate Increase # 140217-WU)

On more than one occasion during July 2015 water pressure at Oakland Hills has been very low & folks are getting dirt/sand in their drinking water.

Further investigation indicates the power to the well was shut off by Duke energy as Cedar Acres failed to pay the power bill.

The emergency generator never did come on as it appears proper maintenance had not been done causing the generator not to operate according to the sub contractor at the well site.

The emergency notification system alerting pertinent parties that power to the well has ceased is not working per the sub contractor hired by Cedar Acres. In fact the sub contractor indicated the well power switch may have been in the " OFF " position.

Tracing back to who may have entered the " Off " position in the required on-site well maintenance log books indicates no log entries made since 2011.

Residents then observed the subcontractor blowing out the water system in order to get more water pressure. Residents observed lots of dirt / sludge being blown out of a well pipe being sprayed about 50 feet in the air in the field adjacent to the well. No clean up of this waste was observed.

I received a phone call from David Simons (Cedar Acres) on 7-15-15 indicating a "boil water "advisory was in effect and he instructed me to tell my neighbors. To date no boil water notice has been sent to other residents, nor have we received any information indicating the water has been tested and is currently safe to drink. This " boil water " system appears to be broken.

In the morning hours we continue to have low water pressure. There appears to be ground water oozing from an area in our community at the corner of CR 109 & 109A (vacant lots). This is not normal & did not come from rainwater...we pass by this area daily. Residents have reported this ...nothing has been done.

The sub-standard maintenance - dirt in drink water - flooding - discharge of waste with no clean up -and lack of control over the emergency power system and the 'boil water " system has put our community environmentally at risk.

It appears the Consent Order PWS # 660-4824 / OGC File # 11-0615-60-PW agreed upon by Cedar Acres is not being followed, nor monitored, nor enforced.

Please consider this an official formal new complaint and provide a complaint tracking number when available.

Please investigate & correct these issues so that the residents of Oakland Hills can live in a safe environment & enjoy their drinking water.

Application for a 300 to 635 % increase in our water bills up for review by the PSC in August 2015 should not be considered at this time.

Please feel free to contact me if additional information is necessary....Sincerely, John/Sue Kroll ...13707 CR 109 B-2
...Lady Lake, Fl. 32159