

Cedar Acres Inc.
4700 Sheridan St.
Suite N
Hollywood, FL 33021
CedarAcresInc@gmail.com
954-817-2472

January 9, 2017

Moniaishi Mtenga
Engineering Specialist
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

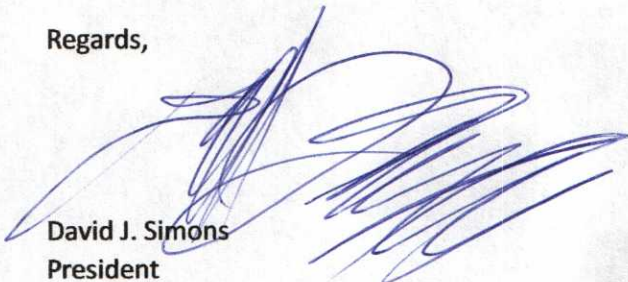
Re: Docket No. 140217-WU Sixth Data Request

Ms. Mtenga,

Per your data request: Attached is the list of customer complaints for the period of January 1, 2016, to December 31, 2016. There are a total of twenty complaints. The majority were regarding the day in June when a Duke Power transformer blew. The date, nature and resolution of the complaint are listed. Two complaints were filed with the PSC. The correspondence is attached.

Regards,

David J. Simons
President



2016 CUSTOMER COMPLAINTS

CONTACT	DATE	COMPLAINT	RESPONSE
P	01/26/16	OWNER *****: REQUESTING BILLING GO TO NEW TENANTS.	WISBY HAD ALREADY BEEN CONTACTED BY TENANT
P	03/11/16	COMPLAINT NAME CHANGE NOT MADE SINCE JAN CALL	SPOKE TO WISBY. SHE MISSED EMAIL NOTIFICATION TO NOT SEND TO OWNER. TENANT REQUESTED BILL TO BE EMAILED. INFORMED MRS. *****. I MAILED BILL TO TENANT. ATTACHED IS LETTER DATED MAY 25, 2016 FROM DJS MAILED TO THE OWNER.
P	03/16/16	LEFT THREATENING VOICEMAIL REGARDING WIPING OUT WATER BILL. EXPLAINED HE WOULD CLAIM AN AWARD FROM THE IRS BECAUSE HIS WIFE PAID MORE THAN \$10,000 FOR HER LOT. ??	DJS RETURNED CALL. THEY MOVED OUT 12/29/15. REFUSED TO PROVIDE ANY INFO ON NEW OWNER. DID NOT REPEAT THREAT.
P	06/06/16	DAY DUKE PWR TRANSFORMER BLEW. COMPLAINED ABOUT WATER/GENERATOR	EXPLAINED IT WAS THE BREAKER SWITCH. PERFORMING AS IT WAS SUPPOSED TO. SEEMED SATISFIED. LATER FOUND TO HAVE FILED COMPLAINT WITH EVERY AGENCY. ATTACHED ARE THE CORRESPONDENCE REGARDING THIS COMPLAINT.
VM	06/06/16	TRANSFORMER BLEW. WATER OUT	RETURNED CALL
VM	06/06/16	TRANSFORMER BLEW. WATER OUT	RETURNED CALL
VM	06/06/16	TRANSFORMER BLEW. WATER OUT	RETURNED CALL
VM	06/06/16	TRANSFORMER BLEW. WATER OUT	RETURNED CALL
VM	06/06/16	TRANSFORMER BLEW. WATER OUT	RETURNED CALL
VM	06/06/16		RETURNED CALL
VM	06/06/16		RETURNED CALL
VM	06/06/16		RETURNED CALL
VM	06/06/16		RETURNED CALL
VM	06/07/16	ADD TO MESSAGE BLAST	ADDED TO DIALMY CALLS
VM	06/07/16		RETURNED CALL
VM	06/07/16	ADD TO MESSAGE BLAST	ADDED TO DIALMY CALLS
P	06/07/16	ADD TO MESSAGE BLAST	ADDED TO DIALMY CALLS
P	06/07/16	ADD TO MESSAGE BLAST	ADDED TO DIALMY CALLS
P	06/07/16	TRANSFORMER BLEW. WATER OUT	RETURNED CALL. ADDED PHONE TO DIALMYCALLS

2016 CUSTOMER COMPLAINTS

CONTACT	DATE	COMPLAINT	RESPONSE
VM	06/23/16	LEFT MSG NO WATER PRESSURE IN KITCHEN	RETURNED CALL. IT WAS THE SPIGOT IN HIS KITCHEN. HE REPLACED IT AND ALL IS FINE.

NO FURTHER COMPLAINTS IN 2016

CEDAR ACRES, INC.

KEYES BUILDING, SUITE N
4700 Sheridan Street
Hollywood, Florida 33021

Telephone (954) 817-2472
Fax (954) 966-2828

May 25, 2016

Mrs. Sylvia Harari
POB 592
Webster FL 33597-0592

RE: 1212215W

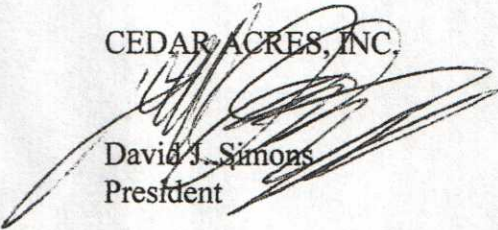
Dear Mrs. Harari:

I have received your letter and complaint to the PSC. You are quite correct and I apologize again for not taking care of this matter sooner. We had some communication problems between our office and Artesian Waters, who sends out the billing; however, the responsibility is entirely mine. Please know that the matter has been taken care of.

Please let me know if there are any other problems concerning the water.

Yours truly,

CEDAR ACRES, INC.



David J. Simons
President

DJS/sal

cc via email: pscreply@psc.state.fl.us
DHood@psc.state.fl.us
ACalhoun@psc.state.fl.us

State of Florida



Public Service Commission

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

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

DATE: August 15, 2016
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel *KFC*
RE: **Docket No. 140217-WU** – Application of Cedar Acres, Inc. for Staff Assisted Rate Case in Sumter County.

Attached please find a copy of DEP's responses to Mr. Kroll in regard to his complaint against Cedar Acres, Inc. (CATS # 1214002W). Please file the attached in the documents tab of the above-referenced docket file.

Thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact me.

KFC

RECEIVED-FPSC
2016 AUG 15 PM 3:40
COMMISSION
CLERK

Kelley Corbari

From: davidjsimons@aol.com
Sent: Monday, August 15, 2016 12:49 PM
To: Kelley Corbari; CGalawa@psc.state.fl.us; Davidjsimons@aol.com
Subject: Fwd: Customer Complaint1214002W

F.Y.I.

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

From: Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>
To: jjklfl <jjklfl@aol.com>
Cc: Herbster, Dave <Dave.Herbster@dep.state.fl.us>; davidjsimons <davidjsimons@aol.com>
Sent: Mon, Aug 15, 2016 12:17 pm
Subject: RE: Customer Complaint1214002W

Mr. Kroll,

See answers below in **red**.



Manuel F. Cardona
Environmental Specialist
Central District – Orlando
Manuel.Cardona@dep.state.fl.us
Office: 407-897-4134

From: jjklfl@aol.com [<mailto:jjklfl@aol.com>]
Sent: Sunday, August 14, 2016 3:29 PM
To: Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>
Subject: Re: Customer Complaint1214002W

Thanks for the info.... Why would the generator be connected to the circuit breakers ? I am unable to comment on this. This is something that would have been decided during the design and permitting process. thought the generator was to act independently if the primary & or secondary failed ? It is designed to act independently in the event of a power failure not a power surge. What purpose does the generator serve if it's connected to the same system that failed ? Again, this was a power surge not a power failure.

During your on site visit during the summer of 2015 issues from the 2012 consent order were not corrected per our conversation. Yes, they were. When were they all corrected ? I can't say when but the fact is they (second well and the generator with autodialer) were corrected. The PSC audit report March 2016 indicates everything was not completed. The PSC report was referring to the items noted during the 5/21/15 inspection. Those issues have been corrected. Please clarify....Thanks...JJK.

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

From: Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>
To: jjklfl <jjklfl@aol.com>
Cc: Herbster, Dave <Dave.Herbster@dep.state.fl.us>; davidjsimons <davidjsimons@aol.com>
Sent: Tue, Aug 9, 2016 9:58 am
Subject: RE: Customer Complaint1214002W

Mr. Kroll,

I addressed your concerns in my email dated 8/1/16. See my additional responses in red below.

Thank you

Manuel F. Cardona
Environmental Specialist
Central District – Orlando
Manuel.Cardona@dep.state.fl.us
Office: 407-897-4134

From: jjklfl@aol.com [<mailto:jjklfl@aol.com>]
Sent: Tuesday, August 9, 2016 11:27 AM
To: Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>; Seyfert, Jason <Jason.Seyfert@dep.state.fl.us>
Subject: Fwd: Customer Complaint1214002W

As I have not received a response regarding our questions....Please file this as a formal DEP complaint.....Please provide a tracking complaint number.....Thanks...JJK.

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

From: [jjklfl <jjklfl@aol.com>](mailto:jjklfl@aol.com)
To: Manuel.Cardona <Manuel.Cardona@dep.state.fl.us>
Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com>; carolee.mcreynolds <carolee.mcreynolds@gmail.com>; clerk <clerk@psc.state.fl.us>; cmihoff <cmihoff@aol.com>; cmihoff <cmihoff@aol.com>; JDRNCCM0 <JDRNCCM0@gmail.com>; jason.seyfert <jason.seyfert@dep.state.fl.us>; jb524 <jb524@live.com>; jhallens <jhallens@psc.state.fl.us>; sajakg <sajakg@aol.com>; lauradiscala <lauradiscala@yahoo.com>; merchant.tricia <merchant.tricia@leg.state.fl.us>; mikemanninglmt <mikemanninglmt@aol.com>; miltandbeth <miltandbeth@gmail.com>; norconcolburn <norconcolburn@aol.com>; woods.monica <woods.monica@leg.state.fl.us>
Sent: Wed, Aug 3, 2016 10:05 am
Subject: Re: Customer Complaint1214002W

Mr. Simons did not clearly answer our questions...Specifically, it is our understanding when the primary well is disabled -- the generator is supposed to take over so there is no interruption of service --- this did not happen -- the primary & the generator became disabled simultaneously -- the entire community had no water. When the primary well and/or the generator fails ---- when does the secondary well take over ? Mr. Simons has already explained the sequence of events in the event of a power loss however, in this case, the breakers were tripped due to a surge. When that occurs, the breakers must be reset before any of the well pumps will work regardless if there is a functioning generator.

There is no question the boil water alert is working. The PSC has recommended this to be a DEP issue. Could you please clarify what is supposed to happen when the primary well becomes disabled ? The secondary well supplies the water assuming the plant has power and the breakers are not tripped.

Regarding the auto dialer --- how often are inspections being done & when is the next inspection scheduled ? Facility inspections (sanitary surveys as mandated by the EPA) are done every three years. The next one will be due in 2018.

Have all issues noted in the 2012 Consent Order been corrected ? As we discussed on the day of my site visit, yes they have. A second well and the generator with autodialer was added.

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

From: Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>
To: [jjklfl <jjklfl@aol.com>](mailto:jjklfl@aol.com)

Cc: davidjsimons <davidjsimons@aol.com>; Moni Mtenga <MMtenga@PSC.STATE.FL.US>; JHallens <JHallens@PSC.STATE.FL.US>; ken.arms <ken.arms@AdvancedDisposal.com>

Sent: Mon, Aug 1, 2016 1:21 pm

Subject: RE: Customer Complaint1214002W

Mr. Kroll,

I believe Mr. Simons has already responded to you regarding the outage of 6/6/16. With regards to the autodialer, pursuant to Rule 62-555.350 (2), F.A.C., auxiliary power sources shall be exercised under load at least monthly. The operation of the autodialer would be checked at that time and documented in the operations and maintenance log. This documentation would be reviewed during an inspection.

Regards,
Manny

Error!
Filename not
specified.

Manuel F. Cardona
Environmental Specialist
Central District - Orlando
Manuel.Cardona@dep.state.fl.us
Office: 407-897-4134

From: jjklfl@aol.com [<mailto:jjklfl@aol.com>]

Sent: Wednesday, July 27, 2016 4:05 PM

To: Seyfert, Jason <Jason.Seyfert@dep.state.fl.us>; Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>

Subject: Fwd: Customer Complaint1214002W

Just following up on our questions as listed below.....Thanks...JJK.

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

From: [jjklfl](mailto:jjklfl@aol.com) <jjklfl@aol.com>

To: jason.seyfert <jason.seyfert@dep.state.fl.us>; manuel.cardona <manuel.cardona@dep.state.fl.us>

Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com>; carolee.mcreynolds <carolee.mcreynolds@gmail.com>;

clerk <clerk@psc.state.fl.us>; cmihoff <cmihoff@aol.com>; cmihoff <cmihoff@aol.com>; jb524

<jb524@live.com>; JDRNCCM0 <JDRNCCM0@gmail.com>; jhallens <jhallens@psc.state.fl.us>; sajakg

<sajakg@aol.com>; lauradiscala <lauradiscala@yahoo.com>; merchant.tricia <merchant.tricia@leg.state.fl.us>;

mikemanninglmt <mikemanninglmt@aol.com>; miltandbeth <miltandbeth@gmail.com>; norconcolburn

<norconcolburn@aol.com>; woods.monica <woods.monica@leg.state.fl.us>

Sent: Mon, Jul 18, 2016 5:57 am

Subject: Fwd: Customer Complaint1214002W

Could you please advise as to why the generator did not work once there was a failure of the primary pump. Could you please advise why the secondary pump did not work when the primary & generator did not work. Is there a log or record being regularly reviewed regarding the accurate operation of the auto dial emergency system ?

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

From: Kelley Corbari <KCorbari@psc.state.fl.us>

To: [jjklfl](mailto:jjklfl@aol.com) <jjklfl@aol.com>

Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com>; cmihoff <cmihoff@aol.com>; JDRNCCM0

<JDRNCCM0@gmail.com>; jb524 <jb524@live.com>; Jerry Hallenstein <JHallens@PSC.STATE.FL.US>; sajakg

<sajakg@aol.com>; lauradiscala <lauradiscala@yahoo.com>; manuel.cardona <manuel.cardona@dep.state.fl.us>;

merchant.tricia <merchant.tricia@leg.state.fl.us>; mikemanninglmt <mikemanninglmt@aol.com>; miltandbeth

<miltandbeth@gmail.com>; norconcolburn <norconcolburn@aol.com>; Charles Murphy

<cmurphy@PSC.STATE.FL.US>; Rhonda Hicks <RHicks@PSC.STATE.FL.US>

Sent: Fri, Jul 15, 2016 11:38 am

Subject: RE: Customer Complaint1214002W

Mr. Kroll,

As I stated during our conversation today, your complaints regarding the configuration and operation of the utility system is a matter for you to address with DEP as DEP is the entity that certifies the integrity of the system. Again, both DEP and the Commission reviewed your complaint and found the utility's explanation of the outage and response to the outage sufficient. As a result the Commission has closed your complaint. You are welcome to contact DEP with your concerns. Additionally, as I mentioned you can file a formal complaint with the Commission, however, the Commission is not the entity that oversees the utility schematics.

Sincerely
Kelley Corbari

Kelley F. Corbari,
Senior Attorney – Regulatory Analysis Section
Office of the General Counsel
Florida Public Service Commission
Email: KCorbari@psc.state.fl.us
Direct Phone: (850) 413-6234
Direct Fax: (850) 413-6235

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: jjklfl@aol.com [jjklfl@aol.com]

Sent: Thursday, July 14, 2016 5:22 PM

To: Kelley Corbari

Cc: carolee.mcreynolds@gmail.com; carolee.mcreynolds@gmail.com; Records Clerk; cmihoff@aol.com;

cmihoff@aol.com; JDRNCCM0@gmail.com; jb524@live.com; Jerry Hallenstein; sajakg@aol.com;

lauradiscala@yahoo.com; manuel.cardona@dep.state.fl.us; merchant.tricia@leg.state.fl.us;

mikemanninglmt@aol.com; miltandbeth@gmail.com; norconcolburn@aol.com; woods.monica@leg.state.fl.us

Subject: Re: Customer Complaint1214002W

I received your message from Friday claiming you would contact me on Monday....received no call on Monday.....questions remain the same.....Thanks.....JJK.

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

From: Kelley Corbari <KCorbari@psc.state.fl.us>

To: 'jjklfl@aol.com' <jjklfl@aol.com>

Sent: Mon, Jul 11, 2016 12:10 pm

Subject: RE: Customer Complaint1214002W

Mr. Kroll,

I attempted to contact you today and Friday in order to provide you with a more "technical" explanation of this

matter, but was not successful. The number I was given for you is: 352-454-6290. If you wish to discuss this matter, please contact me at 850-413-6234.

Thank you,
Kelley

Kelley F. Corbari,
Senior Attorney – Regulatory Analysis Section
Office of the General Counsel
Florida Public Service Commission
Email: KCorbari@psc.state.fl.us<<mailto:KCorbari@psc.state.fl.us>>
Direct Phone: (850) 413-6234
Direct Fax: (850) 413-6235

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: jjklfl@aol.com<<mailto:jjklfl@aol.com>> [<mailto:jjklfl@aol.com><<mailto:jjklfl@aol.com>?>]
Sent: Friday, July 08, 2016 2:20 PM
To: Kelley Corbari
Cc: carolee.mcreynolds@gmail.com<<mailto:carolee.mcreynolds@gmail.com>>;
carolee.mcreynolds@gmail.com<<mailto:carolee.mcreynolds@gmail.com>>; Records Clerk;
cmihoff@aol.com<<mailto:cmihoff@aol.com>>; cmihoff@aol.com<<mailto:cmihoff@aol.com>>;
jason.seyfert@dep.state.fl.us<<mailto:jason.seyfert@dep.state.fl.us>>; jb524@live.com<<mailto:jb524@live.com>>;
JDRNCCM0@gmail.com<<mailto:JDRNCCM0@gmail.com>>; Jerry Hallenstein;
sajakg@aol.com<<mailto:sajakg@aol.com>>; lauradiscala@yahoo.com<<mailto:lauradiscala@yahoo.com>>;
manuel.cardona@dep.state.fl.us<<mailto:manuel.cardona@dep.state.fl.us>>;
merchant.tricia@leg.state.fl.us<<mailto:merchant.tricia@leg.state.fl.us>>;
mikemanninglmt@aol.com<<mailto:mikemanninglmt@aol.com>>;
miltandbeth@gmail.com<<mailto:miltandbeth@gmail.com>>;
norconcolburn@aol.com<<mailto:norconcolburn@aol.com>>;
woods.monica@leg.state.fl.us<<mailto:woods.monica@leg.state.fl.us>>
Subject: Fwd: Customer Complaint1214002W

Kelley, perhaps the information listed below will assist the PSC. The "boil water " part of the equation is fine.....In Cedar Acres own words the secondary pump was supposed to take over if the primary fails....this did not happen. If electricity to the primary and/or secondary pumps is lost, the generator is supposed to take over....this did not happen. There is conflicting information regarding the auto dial system. This resulted in no water for the entire community.

What we are asking is for Cedar Acres to explain why the equipment did not work as it was supposed to & what corrective measures have been implemented in order to ensure the water system operates correctly in the future as our water or lack of water issues seem to occur during the stormy time of the year.

We respectfully request this complaint not be closed as scheduled (7-11-16) until we can receive the aforementioned information from Cedar Acres.

Please feel free to contact me if additional information is necessary.....Thanks....JJK.

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

From: [jjklfl](mailto:jjklfl@aol.com) <jjklfl@aol.com<<mailto:jjklfl@aol.com>>>

To: davidjsimons <davidjsimons@aol.com<mailto:davidjsimons@aol.com>>
Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com<mailto:carolee.mcreynolds@gmail.com>>;
carolee.mcreynolds <carolee.mcreynolds@gmail.com<mailto:carolee.mcreynolds@gmail.com>>; clerk
<clerk@psc.state.fl.us<mailto:clerk@psc.state.fl.us>>; cmihoff <cmihoff@aol.com<mailto:cmihoff@aol.com>>;
cmihoff <cmihoff@aol.com<mailto:cmihoff@aol.com>>; JDRNCCM0
<JDRNCCM0@gmail.com<mailto:JDRNCCM0@gmail.com>>; jason.seyfert
<jason.seyfert@dep.state.fl.us<mailto:jason.seyfert@dep.state.fl.us>>; jb524
<jb524@live.com<mailto:jb524@live.com>>; jhallens <jhallens@psc.state.fl.us<mailto:jhallens@psc.state.fl.us>>;
sajakg <sajakg@aol.com<mailto:sajakg@aol.com>>; graciasmom42307
<graciasmom42307@yahoo.com<mailto:graciasmom42307@yahoo.com>>; lauradiscala
<lauradiscala@yahoo.com<mailto:lauradiscala@yahoo.com>>; manuel.cardona
<manuel.cardona@dep.state.fl.us<mailto:manuel.cardona@dep.state.fl.us>>; merchant.tricia
<merchant.tricia@leg.state.fl.us<mailto:merchant.tricia@leg.state.fl.us>>; norconcolburn
<norconcolburn@aol.com<mailto:norconcolburn@aol.com>>; woods.monica
<woods.monica@leg.state.fl.us<mailto:woods.monica@leg.state.fl.us>>

Sent: Thu, Jul 7, 2016 10:35 am

Subject: Re: Customer Complaint1214002W

Thanks for the DEP info regarding the " buy the book " approach as it pertains to the boil water notice program.

When you refer to the primary & secondary pumps...does that refer to the primary & secondary wells at two different sites ?

On 6-6-16 once the primary pump did not work, why didn't the secondary pump take over as described ?

As the electricity was lost, why didn't the generator take over as described ?

Are there monitoring procedures in place to ensure the " auto dialer system " is working ? Can you include myself or another resident on the auto dialer system.....so we can assist in expediting any emergency situations which may occur ?

As it appears Cedar Acres may be overwhelmed occasionally, perhaps you may consider adding additional staff and/or equipment to service the needs of the customers. There are local residents willing to work full or part time in order to ensure we have a good working water system. Maybe other co owners of Cedar Acres can appropriate a viable solution at one of your board meetings.

Thanks for your help.....

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

From: davidjsimons <davidjsimons@aol.com<mailto:davidjsimons@aol.com>>

To: jkkllfl <jkkllfl@aol.com<mailto:jkkllfl@aol.com>>

Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com<mailto:carolee.mcreynolds@gmail.com>>; clerk
<clerk@psc.state.fl.us<mailto:clerk@psc.state.fl.us>>; JDRNCCM0

<JDRNCCM0@gmail.com<mailto:JDRNCCM0@gmail.com>>; jason.seyfert

<jason.seyfert@dep.state.fl.us<mailto:jason.seyfert@dep.state.fl.us>>; jb524

<jb524@live.com<mailto:jb524@live.com>>; jhallens <jhallens@psc.state.fl.us<mailto:jhallens@psc.state.fl.us>>;

lames <lames@psc.state.fl.us<mailto:lames@psc.state.fl.us>>; lauradiscala

<lauradiscala@yahoo.com<mailto:lauradiscala@yahoo.com>>; manuel.cardona

<manuel.cardona@dep.state.fl.us<mailto:manuel.cardona@dep.state.fl.us>>; merchant.tricia

<merchant.tricia@leg.state.fl.us<mailto:merchant.tricia@leg.state.fl.us>>; mikemanninglmt

<mikemanninglmt@aol.com<mailto:mikemanninglmt@aol.com>>; miltandbeth

<miltandbeth@gmail.com<mailto:miltandbeth@gmail.com>>; norconcolburn

<norconcolburn@aol.com<mailto:norconcolburn@aol.com>>; woods.monica

<woods.monica@leg.state.fl.us<mailto:woods.monica@leg.state.fl.us>>; Lauradiscala

<Lauradiscala@yahoo.com<mailto:Lauradiscala@yahoo.com>>; cgallowa

<cgallowa@psc.state.fl.us<mailto:cgallowa@psc.state.fl.us>>; Davidjsimons

<Davidjsimons@aol.com<<mailto:Davidjsimons@aol.com>>>

Sent: Thu, Jul 7, 2016 8:17 am

Subject: Re: Customer Complaint1214002W

Dear Mr. Kroll and Ms. Discala,

. If the primary pump is not working (for whatever reason) the secondary pump takes over. If the electric is lost the generator takes over, If the generator does not work, the auto dialer calls. If the system stops working, i.e. no electric AND no generator, the auto dialer (with its own battery) calls and reports a problem. A technician is dispatched to identify the and repair the problem. This also happens if the pump and secondary pump are not working, i.e. the June 16, 2016 incident. The residents are notified once the problem is identified by message blast and returned calls. We only have two people and two phones and returned all calls (including yours). Boil water notices are done by message blast (as allowed by P.S.C.), main entrance sign and returned calls. Rescinding boil water notices are done the same way. This, again addresses your complaint.

David J. Simons
Cedar Acres, Inc.

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

From: jkllfl <jkllfl@aol.com<<mailto:jkllfl@aol.com>>>

To: davidjsimons <davidjsimons@aol.com<<mailto:davidjsimons@aol.com>>>

Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com<<mailto:carolee.mcreynolds@gmail.com>>>; carolee.mcreynolds <carolee.mcreynolds@gmail.com<<mailto:carolee.mcreynolds@gmail.com>>>; clerk

<clerk@psc.state.fl.us<<mailto:clerk@psc.state.fl.us>>>; JDRNCCM0

<JDRNCCM0@gmail.com<<mailto:JDRNCCM0@gmail.com>>>; jason.seyfert

<jason.seyfert@dep.state.fl.us<<mailto:jason.seyfert@dep.state.fl.us>>>; jb524

<jb524@live.com<<mailto:jb524@live.com>>>; jhallens <jhallens@psc.state.fl.us<<mailto:jhallens@psc.state.fl.us>>>;

lames <lames@psc.state.fl.us<<mailto:lames@psc.state.fl.us>>>; lauradiscala

<lauradiscala@yahoo.com<<mailto:lauradiscala@yahoo.com>>>; manuel.cardona

<manuel.cardona@dep.state.fl.us<<mailto:manuel.cardona@dep.state.fl.us>>>; merchant.tricia

<merchant.tricia@leg.state.fl.us<<mailto:merchant.tricia@leg.state.fl.us>>>; mikemanninglmt

<mikemanninglmt@aol.com<<mailto:mikemanninglmt@aol.com>>>; miltandbeth

<miltandbeth@gmail.com<<mailto:miltandbeth@gmail.com>>>; norconcolburn

<norconcolburn@aol.com<<mailto:norconcolburn@aol.com>>>; woods.monica

<woods.monica@leg.state.fl.us<<mailto:woods.monica@leg.state.fl.us>>>

Sent: Mon, Jul 4, 2016 8:19 pm

Subject: Re: Customer Complaint1214002W

Mr. Simons, your correspondence does not clearly address the 4 questions presented in our 6-27-16 correspondence to you. Specific descriptions as to the function of the primary well, the generator, the secondary well (back up) and emergency procedures when shared with the residents may assist in establishing improved community relations with the residents. A better understanding of the water system and how it is supposed to work certainly will clear up questions being asked.

I have not received the email you claim the DEP sent me indicating you went "buy the book " regarding the 6-6-16 incident.....could you please forward me a copy ? Thanks.....

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

From: davidjsimons <davidjsimons@aol.com<<mailto:davidjsimons@aol.com>>>

To: jkllfl <jkllfl@aol.com<<mailto:jkllfl@aol.com>>>

Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com<<mailto:carolee.mcreynolds@gmail.com>>>; clerk

<clerk@psc.state.fl.us<<mailto:clerk@psc.state.fl.us>>>; cmihoff <cmihoff@aol.com<<mailto:cmihoff@aol.com>>>;

JDRNCCM0 <JDRNCCM0@gmail.com<<mailto:JDRNCCM0@gmail.com>>>; jason.seyfert <jason.seyfert@dep.state.fl.us<<mailto:jason.seyfert@dep.state.fl.us>>>; jb524 <jb524@live.com<<mailto:jb524@live.com>>>; jhallens <jhallens@psc.state.fl.us<<mailto:jhallens@psc.state.fl.us>>>; sajakg <sajakg@aol.com<<mailto:sajakg@aol.com>>>; lames <lames@psc.state.fl.us<<mailto:lames@psc.state.fl.us>>>; lauradiscala <lauradiscala@yahoo.com<<mailto:lauradiscala@yahoo.com>>>; manuel.cardona <manuel.cardona@dep.state.fl.us<<mailto:manuel.cardona@dep.state.fl.us>>>; merchant.tricia <merchant.tricia@leg.state.fl.us<<mailto:merchant.tricia@leg.state.fl.us>>>; mikemanninglmt <mikemanninglmt@aol.com<<mailto:mikemanninglmt@aol.com>>>; miltandbeth <miltandbeth@gmail.com<<mailto:miltandbeth@gmail.com>>>; norconcolburn <norconcolburn@aol.com<<mailto:norconcolburn@aol.com>>>; woods.monica <woods.monica@leg.state.fl.us<<mailto:woods.monica@leg.state.fl.us>>>; pscreply <pscreply@psc.state.fl.us<<mailto:pscreply@psc.state.fl.us>>>

Sent: Thu, Jun 30, 2016 11:30 am

Subject: Re: Customer Complaint1214002W

Dear Mr. Kroll,

As I have explained in my last two responses, the problem was the Duke Power transformer blowing and tripping the circuit breakers on the primary pump and the back up pump. The circuit breakers are there to protect the system from a power surge overload. When a power surge is strong enough to blow a transformer, the breakers did there job. The generator

is a back up power system, if the electric goes out. Again, the generator worked fine. The problem was that the breakers

needed to be reset, but only after a system inspection to determine the problem and that there were no other problems.

The system has an auto dialer that calls myself and the plant operator in the event of a system problem. The auto dialer

has its own battery. This does not tell us what the problem is, but allows us to send a technician to identify and correct the problem. The residents were told by message blast, once the problem was identified. The entire process took about 2 hours, from transformer blowing out to the return of the water supply. A boil water notice was issued as required by D.E.P. The notice was rescinded, after the water was tested and cleared as required by D.E.P.

Lastly, the D.E.P. e-mail I mentioned was sent to you on June 16, 2016 at 1:56 p.m.. It was also sent to mbermude@psc.state.fl.us<<mailto:mbermude@psc.state.fl.us>>

and bjoiner@psc.state.fl.us<<mailto:bjoiner@psc.state.fl.us>>.

Yours truly,

David J. Simons
Cedar Acres, Inc.

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

From: [jjklfl](mailto:jjklfl@aol.com) <jjklfl@aol.com<<mailto:jjklfl@aol.com>>>

To: davidjsimons <davidjsimons@aol.com<<mailto:davidjsimons@aol.com>>>

Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com<<mailto:carolee.mcreynolds@gmail.com>>>;

carolee.mcreynolds <carolee.mcreynolds@gmail.com<mailto:carolee.mcreynolds@gmail.com>>; clerk
<clerk@psc.state.fl.us<mailto:clerk@psc.state.fl.us>>; cmihoff <cmihoff@aol.com<mailto:cmihoff@aol.com>>;
cmihoff <cmihoff@aol.com<mailto:cmihoff@aol.com>>; JDRNCCM0
<JDRNCCM0@gmail.com<mailto:JDRNCCM0@gmail.com>>; jason.seyfert
<jason.seyfert@dep.state.fl.us<mailto:jason.seyfert@dep.state.fl.us>>; jb524
<jb524@live.com<mailto:jb524@live.com>>; jhallens <jhallens@psc.state.fl.us<mailto:jhallens@psc.state.fl.us>>;
sajakg <sajakg@aol.com<mailto:sajakg@aol.com>>; lames <lames@psc.state.fl.us<mailto:lames@psc.state.fl.us>>;
lauradiscala <lauradiscala@yahoo.com<mailto:lauradiscala@yahoo.com>>; manuel.cardona
<manuel.cardona@dep.state.fl.us<mailto:manuel.cardona@dep.state.fl.us>>; merchant.tricia
<merchant.tricia@leg.state.fl.us<mailto:merchant.tricia@leg.state.fl.us>>; mikemanninglmt
<mikemanninglmt@aol.com<mailto:mikemanninglmt@aol.com>>; miltandbeth
<miltandbeth@gmail.com<mailto:miltandbeth@gmail.com>>; norconcolburn
<norconcolburn@aol.com<mailto:norconcolburn@aol.com>>; woods.monica
<woods.monica@leg.state.fl.us<mailto:woods.monica@leg.state.fl.us>>

Sent: Mon, Jun 27, 2016 12:49 pm

Subject: Re: Customer Complaint1214002W

Perhaps there is some confusion as to the roles the well, the generator, the back up well & the emergency notification system (not the boil water program). Specifically, can you describe the sequence of events which is supposed to happen when

1. The primary well is not functioning properly and/or there is no power to the primary well..
2. The role of the generator once the primary well has no power or is not functioning properly.
3. The role of the back up well in the event the primary & generator are disabled (as happened 6-6-16).
4. How are Cedar Acres & the Oakland Hills residents being made aware of all of the aforementioned emergencies in order to minimize any safety concerns & return service in an expeditious manner.

Clarification of these issues when shared with the residents may help alleviate some concerns of the residents.....Thanks....

I have not received any information from the DEP indicating Cedar Acres did things by the book during this past incident.....Maybe you could forward your copy for our files....Thanks again....

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

From: davidjsimons <davidjsimons@aol.com<mailto:davidjsimons@aol.com>>
To: jjklfl <jjklfl@aol.com<mailto:jjklfl@aol.com>>; carolee.mcreynolds
<carolee.mcreynolds@gmail.com<mailto:carolee.mcreynolds@gmail.com>>; clerk
<clerk@psc.state.fl.us<mailto:clerk@psc.state.fl.us>>; cmihoff <cmihoff@aol.com<mailto:cmihoff@aol.com>>;
JDRNCCM0 <JDRNCCM0@gmail.com<mailto:JDRNCCM0@gmail.com>>; jason.seyfert
<jason.seyfert@dep.state.fl.us<mailto:jason.seyfert@dep.state.fl.us>>; jhallens
<jhallens@psc.state.fl.us<mailto:jhallens@psc.state.fl.us>>; sajakg <sajakg@aol.com<mailto:sajakg@aol.com>>;
lauradiscala <lauradiscala@yahoo.com<mailto:lauradiscala@yahoo.com>>; manuel.cardona
<manuel.cardona@dep.state.fl.us<mailto:manuel.cardona@dep.state.fl.us>>; merchant.tricia
<merchant.tricia@leg.state.fl.us<mailto:merchant.tricia@leg.state.fl.us>>; mikemanninglmt
<mikemanninglmt@aol.com<mailto:mikemanninglmt@aol.com>>; miltandbeth
<miltandbeth@gmail.com<mailto:miltandbeth@gmail.com>>; norconcolburn
<norconcolburn@aol.com<mailto:norconcolburn@aol.com>>; woods.monica
<woods.monica@leg.state.fl.us<mailto:woods.monica@leg.state.fl.us>>; pscreply
<pscreply@psc.state.fl.us<mailto:pscreply@psc.state.fl.us>>; davidjsimons
<davidjsimons@aol.com<mailto:davidjsimons@aol.com>>; cedaracreswater
<cedaracreswater@gmail.com<mailto:cedaracreswater@gmail.com>>

Sent: Wed, Jun 22, 2016 1:32 pm
Subject: Re: Customer Complaint1214002W
Dear Mr. Kroll,

The generator did not fail. The Duke Power transformer blew and caused a surge through the system. The surge tripped the breakers on the primary

and secondary pumps. That is what they are supposed to do, to save the system. The generator worked fine, and the power came on after it was

rerouted. However, the breakers needed to be reset after the technician inspected the system. Residents were contacted by message blast and

messages and calls were returned (yours included), once the problem was identified. This was explained in my last reply.

Additionally, as you have read the March report, you are aware that Cedar Acres, Inc. has an auto-dialer on the system. The auto-dialer alerts

us to a problem in the system. While many residents did call, and I returned these calls, this is NOT only way we know there is a problem. The technician

still needs to check the system and identify and correct any problems.

Lastly, you personally were sent a copy of the D.E.P. supervisors e-mail that stated we did everything "by the book".

Yours truly,

David J. Simons

Cedar Acres, Inc.

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

From: jkllfl <jkllfl@aol.com<mailto:jkllfl@aol.com>>

To: davidjsimons <davidjsimons@aol.com<mailto:davidjsimons@aol.com>>; carolee.mcreynolds <carolee.mcreynolds@gmail.com<mailto:carolee.mcreynolds@gmail.com>>; clerk

<clerk@psc.state.fl.us<mailto:clerk@psc.state.fl.us>>; cmihoff <cmihoff@aol.com<mailto:cmihoff@aol.com>>;

JDRNCCM0 <JDRNCCM0@gmail.com<mailto:JDRNCCM0@gmail.com>>; jason.seyfert

<jason.seyfert@dep.state.fl.us<mailto:jason.seyfert@dep.state.fl.us>>; jhallens

<jhallens@psc.state.fl.us<mailto:jhallens@psc.state.fl.us>>; sajakg <sajakg@aol.com<mailto:sajakg@aol.com>>;

lauradiscala <lauradiscala@yahoo.com<mailto:lauradiscala@yahoo.com>>; manuel.cardona

<manuel.cardona@dep.state.fl.us<mailto:manuel.cardona@dep.state.fl.us>>; merchant.tricia

<merchant.tricia@leg.state.fl.us<mailto:merchant.tricia@leg.state.fl.us>>; mikemanninglmt

<mikemanninglmt@aol.com<mailto:mikemanninglmt@aol.com>>; miltandbeth

<miltandbeth@gmail.com<mailto:miltandbeth@gmail.com>>; norconcolburn

<norconcolburn@aol.com<mailto:norconcolburn@aol.com>>; woods.monica

<woods.monica@leg.state.fl.us<mailto:woods.monica@leg.state.fl.us>>

Sent: Fri, Jun 17, 2016 2:23 pm

Subject: Re: Customer Complaint1214002W

Thanks for getting back to us.....It is our understanding one of the functions of the generator was to provide back up service in case of a power loss to the well and the generator is to function on it's own power source independent of the main power source (ie battery or gas powered) . If this is accurate, then how did both the main power & alternate power fail simultaneously ? No alarms went off at the site indicating any failures & why were no residents contacted

once Cedar Acres was made aware of the emergency. We believe Cedar Acres was only aware of a problem once notified by residents who had no water. If both the main power failed & the generator failed, why didn't the second back up well start providing water ?

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

From: davidjsimons <davidjsimons@aol.com<<mailto:davidjsimons@aol.com>>>

To: pscreply <pscreply@psc.state.fl.us<<mailto:pscreply@psc.state.fl.us>>>; bjoiner

<bjoiner@psc.state.fl.us<<mailto:bjoiner@psc.state.fl.us>>>; mbermude

<mbermude@psc.state.fl.us<<mailto:mbermude@psc.state.fl.us>>>; jjklfl <jjklfl@aol.com<<mailto:jjklfl@aol.com>>>;

davidjsimons <davidjsimons@aol.com<<mailto:davidjsimons@aol.com>>>; cedaracresinc

<cedaracresinc@gmail.com<<mailto:cedaracresinc@gmail.com>>>

Sent: Thu, Jun 16, 2016 10:50 am

Subject: Customer Complaint1214002W

Dear Mr. Kroll,

On June 6, 2016, Duke power had a transformer blow out near the Oakland Hills sub-division. Many of your fellow residents heard the loud explosion that caused a power outage in Oakland Hills. The surge from the transformer caused the circuit breakers from the pump and generator to trip at about 11:00 a.m.

Immediately after this happened, Cedar Acres called the plant operator and a technician was sent to identify and correct the problem. During this time many calls were received by Cedar Acres, including your call. All calls were answered or returned, (including yours) once the problem was identified and corrected.

Be aware we only have two employees, (including one unpaid slave), to answer and return all calls. Many of these calls (including yours) went to voice-mail and were returned later in the day.

The message blast system was also used to advise the residents of the boil water notice and it's later rescission.

The water pressure was returned about 1:00 p.m. the same day, although the required boil water notice was issued as required by D.E.P. Please note the circuit breakers performed as required to protect the over-all system.

This was not just a power outage, but a transformer blow out.

Yours truly,

David J. Simons
Cedar Acres, Inc.

