

Brandy Butler

From: Brandy Butler on behalf of Records Clerk
Sent: Wednesday, October 31, 2018 12:31 PM
To: 'jjklfl@aol.com'
Cc: Consumer Contact
Subject: RE: Water leak

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket 20140217 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Brandy Butler

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-7123

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 media upon request. Therefore, your e-mail communications may be subject to public disclosure.

From: jjklfl@aol.com [mailto:jjklfl@aol.com]
Sent: Wednesday, October 31, 2018 12:19 PM
To: davidjsimons@aol.com
Cc: Records Clerk; manuel.cardona@dep.state.fl.us; merchant.tricia@leg.state.fl.us; Tripp Coston; woods.monica@leg.state.fl.us
Subject: Re: Water leak

The lot # in question is # 130....I now have received this bill. We dispute the amount of \$440.70...we do not have a leak...again we request someone from your organization to contact us...set up an appointment to come out when we can mutually be there....and let's get to the bottom of this. Again...tests for leaks have concluded no leaks...My cell # 352 454 6290 to set up an appointment.

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

From: davidjsimons <davidjsimons@aol.com>
To: jjklfl <jjklfl@aol.com>; artesianwaterflorida <artesianwaterflorida@yahoo.com>; cedaracresinc <cedaracresinc@gmail.com>; Davidjsimons <Davidjsimons@aol.com>
Sent: Fri, Oct 12, 2018 1:05 pm
Subject: Re: Water leak

Mr. Kroll,

I will check on your bill for lot #128. Sorry, about the additional lot #268 bill. I will ask Dave from Artesian Water to call when he is in the area. Dave from Artesian has been working there for over 10 years. At your water use rate it gave us reason to check.

Thank you,

David J. Simons

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

From: jjklfl <jjklfl@aol.com>

To: david.msac <david.msac@gmail.com>; davidjsimons <davidjsimons@aol.com>; davidjsimons <davidjsimons@aol.com>

Sent: Fri, Oct 12, 2018 3:27 pm

Subject: Fwd: Water leak

I am in receipt of my water bill for lot # 128. Lot 130 was not included in this bill, however, Lot # 268 (Natasha Mosoline) was in my bill. I am sending a check for lot # 128 and await a bill in the mail for lot 130. Again there are no leaks in our system at lot 130....I understand you are sending a company rep to test the system in my presence.

Sounds like 2 gentlemen came to our house unannounced earlier this week. I was not home, they scared Jerrie (80 yr old) and provided no identification to her nor her caretaker who witnessed this event. They were perceived as being rude. Please have your rep set up an appointment with me so we can see what the status of my meter is at lot # 130.....Thanks.....JJK

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

From: jjklfl <jjklfl@aol.com>

To: davidjsimons <davidjsimons@aol.com>

Sent: Thu, Oct 4, 2018 1:05 pm

Subject: Re: Water leak

The system has been checked....here are the readings from 9-30 thru 10-4.....9-30...172654 10-1 ...172833 10-2...172962 10-3...173088 10-4...173199.

4 days ...545 gallons used averaging 137 gallons per day....this continues to be consistent with the other figures provided to you in Sept. If you wish to have someone from your organization meet with mewe can test the meter together.....I think you have a meter problem or a meter reading problem....we are not using much water.....please feel free to contact me if additional information is necessary....thanks....JJK.

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

From: davidjsimons <davidjsimons@aol.com>

To: jjklfl <jjklfl@aol.com>; Davidjsimons <Davidjsimons@aol.com>

Sent: Fri, 21 Sep 2018 10:38

Subject: Re: Water leak

Mr. Kroll,

You have a leak. I sent Dave from Artesian Water out to test the meter. He could not do the test even though no one appeared to be home. He knocked on the door. He advised me that water was still going through the system. He recommended that you check the meter and watch it for 3-5 minutes to see it moving. This is even if you are not using any water. Please have the system checked.

David J. Simons

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

From: jjklfl <jjklfl@aol.com>

To: davidjsimons <davidjsimons@aol.com>

Sent: Fri, Sep 14, 2018 10:23 pm

Subject: Re: Water leak

Pursuant to our telephone conversation 9-13-18.....we checked the meter while on the phone with you and found no leaks as the dial was not turning at all. Per your request we are logging the meter numbers for the next four days & will forward them to you on Monday the 17th.....Perhaps the meter is not working properly as there appears to be no indication of leaking....Thanks....

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

From: davidjsimons <davidjsimons@aol.com>

To: jjklfl <jjklfl@aol.com>; Davidjsimons <Davidjsimons@aol.com>

Sent: Thu, Sep 13, 2018 11:35 am

Subject: Water leak

Dear Mr. Kroll,

We have noticed a very large increase in your water bill. We have checked and rechecked your meter and believe you have a leak on your side of the meter.

Please have this checked out.

David J. Simons