

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Friday, December 07, 2018 5:21 PM
To: 'jjklfl@aol.com'
Subject: RE: Water leak Case # 1291747W

Good Afternoon, Mr. Kroll.

We will be placing your comments below in consumer correspondence in Docket 20140217.

Thank you, and have a blessed weekend!

Toni Hover

*Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467*

From: jjklfl@aol.com [mailto:jjklfl@aol.com]
Sent: Friday, December 07, 2018 4:49 PM
To: Records Clerk
Cc: Angie Calhoun; Consumer Contact; manuel.cardona@dep.state.fl.us; merchant.tricia@leg.state.fl.us; simonsjsr@aol.com; simonsjsr@aol.com; woods.monica@leg.state.fl.us
Subject: Fwd: Water leak Case # 1291747W

On 11-28-18 Tom Gustafson conducted meter tests for lots 128 & 130. They were found to be working properly as he suggested errors may have occurred previously in the meter itself or the meter reader. This is contrary to what Cedar Acres had reported wherein they told us we had a leak..... never did this occur.....we continue to dispute the large bills for the last 2 billing cycles and request cedar acres replace the faulty meters at their cost & negotiate an amicable settlement....3 seniors did not use over 100,000 gallons during the billing period.....

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

From: jjklfl <jjklfl@aol.com>
To: Contact <Contact@PSC.STATE.FL.US>
Sent: Thu, Nov 1, 2018 12:59 pm
Subject: Re: Water leak

As requested.....Cedar Acres ---Utility / Acct # Lot 130 --- Service & Mailing Address 13707 CR 109 B-2 Lady Lake, FL 32159 / Customer tel # 352-454-6290 / Docket # 20140217.

If not resolved mutually by Cedar Acres & Customer (Kroll)....we wish to file a formal complaint 3 seniors are not using over 95,000 gallons of water in 60 days.....something is wrong...

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>
To: 'jjklfl@aol.com' <jjklfl@aol.com>
Sent: Wed, Oct 31, 2018 10:13 am
Subject: RE: Water leak

10/31/2018

Dear Mr. Kroll:

This email is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding your water bill issue.

It would be beneficial if you could provide the following information:

- The name of the Utility in question
- The name on the account
- The account number
- The address on the account
- The customer's mailing address
- A telephone number where the customer can be reached

You may send this information to me by reply e-mail or at the address and/or fax number listed below.
Sincerely,

Angela Calhoun
Office of Consumer Assistance and Outreach

contact@psc.state.fl.us
Toll Free - 800-342-3552
Toll Free Fax 800-511-0809
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

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]
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