

Christopher Cooney

From: jjklfl@aol.com
Sent: Tuesday, August 11, 2015 12:38 PM
To: carolee.mcreynolds@gmail.com; cmihoff@aol.com; JDRNCCM0@gmail.com; lauradiscala@yahoo.com; woods.monica@leg.state.fl.us; merchant.tricia@leg.state.fl.us; mikemanninglmt@aol.com; Records Clerk; paspizon@aol.com; norconcolburn@aol.com; miltandbeth@gmail.com
Subject: Fwd: New DEP Complaint (Previous Consent Order PWS ID # 660-48240 Current PSC Rate Increase # 140217-WU)

Everyone should share with your neighbors and try to share info with the DEP inspector....Try to attend....John.

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

From: Seyfert, Jason <Jason.Seyfert@dep.state.fl.us>
To: jjklfl <jjklfl@aol.com>
Sent: Tue, Aug 11, 2015 8:41 am
Subject: RE: New DEP Complaint (Previous Consent Order PWS ID # 660-48240 Current PSC Rate Increase # 140217-WU)

Good morning Mr. Kroll,
We are planning on arriving around 9:30 tomorrow morning. We will be meeting with the operator for the plant as well.

Jason

From: jjklfl@aol.com [<mailto:jjklfl@aol.com>]
Sent: Saturday, August 08, 2015 1:43 PM
To: Seyfert, Jason
Subject: Re: New DEP Complaint (Previous Consent Order PWS ID # 660-48240 Current PSC Rate Increase # 140217-WU)

Thanks...Any idea as to what time you might be on site on Wednesday ?

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

From: Seyfert, Jason <Jason.Seyfert@dep.state.fl.us>
To: jjklfl <jjklfl@aol.com>
Cc: Parker, Wanda <Wanda.Parker@dep.state.fl.us>; Cardona, Manuel <Manuel.Cardona@dep.state.fl.us>; Watkins, Aaron <Aaron.Watkins@dep.state.fl.us>
Sent: Thu, Aug 6, 2015 4:45 pm
Subject: RE: New DEP Complaint (Previous Consent Order PWS ID # 660-48240 Current PSC Rate Increase # 140217-WU)

Mr. Kroll,

This is to let you know I received your email. I have spoken also with Jill Farris and Manny Cardona (who performed the water plant inspection in May of this year). We are taking steps to gain a better understanding of the situation. We have contacted the water operator and communicated the latest information to him that we have received from you. There is a plan to flush the dead end mains in the next coming days. We (Manny and myself) are planning a site visit hopefully next Wednesday, 8/12/15 to address any additional concerns and issues that the Department has jurisdiction over.

Please do not hesitate to contact me in the interim. If I find out anything further before our site visit, I will be sure to inform you.

Thank you,

Jason Seyfert

Florida Dept. of Environmental Protection
Compliance Assurance Program

3319 Maguire Blvd. Suite 232

Orlando, FL 32803

407-897-4344

Jason.Seyfert@dep.state.fl.us

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

Sent: Thursday, August 06, 2015 2:54 PM

To: Seyfert, Jason; Watkins, Aaron

Subject: Fwd: New DEP Complaint (Previous Consent Order PWS ID # 660-48240 Current PSC Rate Increase # 140217-WU)

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

From: jjklfl <jjklfl@aol.com>

To: jill.farris <jill.farris@dep.state.fl.us>; lisa.kelley <lisa.kelley@dep.state.fl.us>

Sent: Thu, Aug 6, 2015 2:29 pm

Subject: Fwd: New DEP Complaint (Previous Consent Order PWS ID # 660-48240 Current PSC Rate Increase # 140217-WU)

Please provide a tracking number so we can continue to monitor. We understand this has been sent to the Orlando office...Thanks..John Kroll

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

From: jjklfl <jjklfl@aol.com>

To: edward.watson <edward.watson@dep.state.fl.us>

Cc: carolee.mcreynolds <carolee.mcreynolds@gmail.com>; cmihoff <cmihoff@aol.com>; JDRNCCM0 <JDRNCCM0@gmail.com>; sajakg <sajakg@aol.com>; graciesmom42307 <graciesmom42307@yahoo.com>; lauradiscala <lauradiscala@yahoo.com>; merchant.tricia <merchant.tricia@leg.state.fl.us>; woods.monica <woods.monica@leg.state.fl.us>; mikemanninglmt <mikemanninglmt@aol.com>; cgalloway <cgalloway@psc.state.fl.us>; clerk <clerk@psc.state.fl.us>; paspizon <paspizon@aol.com>; norconcolburn <norconcolburn@aol.com>; miltandbeth <miltandbeth@gmail.com>

Sent: Wed, Jul 29, 2015 7:17 pm

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-2Lady Lake, Fl. 32159

