

**Alexus Austin**

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**From:** Christopher Cooney  
**Sent:** Tuesday, December 01, 2015 9:58 AM  
**To:** 'CMIHOFF@aol.com'  
**Subject:** RE: John Kroll, 13707 CR 109 B-2, Lady Lake FL 32159  
**Attachments:** PSC Complaint - 11-29-2015.docx

Good morning,

We will be placing your comments below in consumer correspondence in Docket No. 140217-WU and forwarding your comments to the Office of Consumer Assistance and Outreach.

Have a good day,

Chris Cooney

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**From:** [CMIHOFF@aol.com](mailto:CMIHOFF@aol.com) [<mailto:CMIHOFF@aol.com>]  
**Sent:** Monday, November 30, 2015 11:15 PM  
**To:** [jjklfl@aol.com](mailto:jjklfl@aol.com); [alegal2009@aol.com](mailto:alegal2009@aol.com); [aaron.watkins@dep.state.fl.us](mailto:aaron.watkins@dep.state.fl.us); [carolee.mcreynolds@gmail.com](mailto:carolee.mcreynolds@gmail.com); Records Clerk; [jason.seyfert@dep.state.fl.us](mailto:jason.seyfert@dep.state.fl.us); [jb524@live.com](mailto:jb524@live.com); Leslie Ames; [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); [momlutty@embarqmail.com](mailto:momlutty@embarqmail.com); [norconcolburn@aol.com](mailto:norconcolburn@aol.com); Jerry Hallenstein; Sofi Delgado Perusquia  
**Subject:** Re: John Kroll, 13707 CR 109 B-2, Lady Lake FL 32159

It is not accurate that yours was the only complaint.

I sent a complaint several weeks ago and the response to me from J Hallens was that there had been no changes in the pressure since the PSC meeting.

I sent another letter yesterday to inform them that there is still a major issue regarding pressure. Attached is the letter I sent yesterday.

I have a problem with the PSC website ....I type the complaint and when I click on "Submit" nothing happens.

Chuck

In a message dated 11/30/2015 2:38:43 P.M. Eastern Standard Time, [jjklfl@aol.com](mailto:jjklfl@aol.com) writes:

I have not seen nor spoken to Kelvan since the DEP meeting here in June 2015. Someone must have mis-informed you. On an average, the water pressure is low twice per week...usually between 600 AM - 900 AM and occasionally between 500 PM & 600 PM. We have had our plumbing checked on our side of the meter and found no leaks...in fact we see no leaks anywhere. Gotta think it's a water flow issue somewhere.

2nd...The emergency water system has been talked about for years by Cedar Acres.....Is there a date this will be implemented ? Will you attend a community meeting to explain the system to the residents and answer their questions ?

3rd ... When will the meter replacement program be implemented ?

Happy Holidays.....John.

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

From: David J. Simons, Esq. <[alegal2009@aol.com](mailto:alegal2009@aol.com)>

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

Cc: consumercomplaint <[consumercomplaint@psc.state.fl.us](mailto:consumercomplaint@psc.state.fl.us)>

Sent: Wed, Nov 25, 2015 4:25 pm

Subject: John Kroll, 13707 CR 109 B-2, Lady Lake FL 32159

Dear Mr. Kroll:

This is in response your PSC Complaint regarding the water at Cedar Acres, Ref. No. 1196394W. Regarding the first item that you have complained about, the water pressure, we have sent Kelvin from Universal Waters to check. At that time he spoke with you and you advised him that there was no problem. Further, we have not had any complaints about water pressure from any of your neighbors or others in the subdivision. We will gladly make any verifiable corrections that are the responsibility of Cedar Acres.

2nd You are correct that the boil water and rescind water notices were not up to DEP standards. This is a matter being corrected. We are working on a message blast system to inform the residents of any emergency procedures including any boil water and rescind water notifications. This is a method acceptable to DEP.

Lastly, #3. We have sent Artesian Waters and they have advised us that you are correct, that your meter is not working properly and we will put this on a priority basis for meter replacement once the PSC regulated plans for meter replacement have been put into effect.

Be aware that we were not advised of any prior complaints other than when the representative of Universal Waters was sent to your house and spoke with you regarding the water pressure system. The other items are known to both DEP and the PSC and are in the process of being corrected.

Yours truly,

CEDAR ACRES, INC.

\David J. Simons, President

TO : Jhallens@PSC.STATE.FL.US

PSC COMPLAINT FORM

RE: Docket Number 140217 – WU Cedar Acres

FROM: Charles Imhoff  
8027 C.R. 109 D  
Lady Lake, FL 32159  
[Cmihoff@aol.com](mailto:Cmihoff@aol.com)

Service Address:  
Same as above

I am sending this complaint via e-mail since when I am on your site and try to Submit and nothing happens. I do not think it is going through nor is it giving me a tracking number.

COMPLAINT:

Shortly after the PSC Hearing we have had a significant drop in pressure. We can't take a shower and run the water in the sink at the same time. Nor can we run the clothes washer and dishwasher at the same time without running any other water at the same time.

I sent this complaint in before and received a response saying nothing has been changed in the Cedar Acres water system; but something certainly has and it is extremely frustrating!!

I would like a resolution to this problem and would also like a tracking number to this complaint!

Thank you

Charles M Imhoff