

**Collin Roehner**

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**From:** jjklfl@aol.com  
**Sent:** Friday, July 08, 2016 2:20 PM  
**To:** Kelley Corbari  
**Cc:** carolee.mcreynolds@gmail.com; carolee.mcreynolds@gmail.com; Records Clerk; cmihoff@aol.com; cmihoff@aol.com; jason.seyfert@dep.state.fl.us; jb524@live.com; JDRNCCM0@gmail.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:** 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 <jjklfl@aol.com>  
To: davidjsimons <davidjsimons@aol.com>  
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>; graciasmom42307 <graciasmom42307@yahoo.com>; lauradiscala <lauradiscala@yahoo.com>; manuel.cardona <manuel.cardona@dep.state.fl.us>; merchant.tricia <merchant.tricia@leg.state.fl.us>; norconcolburn <norconcolburn@aol.com>; woods.monica <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: jklfl <[jjklfl@aol.com](mailto:jjklfl@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: jklfl <[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)>; 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: jklfl <[jjklfl@aol.com](mailto:jjklfl@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>  
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 their 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

and bjoiner@psc.state.fl.us.

Yours truly,

David J. Simons  
Cedar Acres, Inc.

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

From: jjklfl <jjklfl@aol.com>

To: davidjsimons <davidjsimons@aol.com>

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>; lames <lames@psc.state.fl.us>; 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>; woods.monica <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>

To: jjklfl <jjklfl@aol.com>; carolee.mcreynolds <carolee.mcreynolds@gmail.com>; clerk <clerk@psc.state.fl.us>; cmihoff <cmihoff@aol.com>; JDRNCCM0 <JDRNCCM0@gmail.com>; jason.seyfert <jason.seyfert@dep.state.fl.us>; jhallens <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>; woods.monica <woods.monica@leg.state.fl.us>; pscreply <pscreply@psc.state.fl.us>; davidjsimons <davidjsimons@aol.com>; cedaracreswater <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: jjklfl <jjklfl@aol.com>

To: davidjsimons <davidjsimons@aol.com>; carolee.mcreynolds <carolee.mcreynolds@gmail.com>; clerk <clerk@psc.state.fl.us>; cmihoff <cmihoff@aol.com>; JDRNCCM0 <JDRNCCM0@gmail.com>; jason.seyfert <jason.seyfert@dep.state.fl.us>; jhallens <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>; woods.monica <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>

To: pscreply <pscreply@psc.state.fl.us>; bjoiner <bjoiner@psc.state.fl.us>; mbermude <mbermude@psc.state.fl.us>; jkkllfl <jkkllfl@aol.com>; davidjsimons <davidjsimons@aol.com>; cedaracresinc <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.