

**Nickalus Holmes**

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**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Friday, April 27, 2018 9:05 AM  
**To:** 'jjklfl@aol.com'  
**Cc:** Consumer Contact  
**Subject:** RE: April 2018 Boil Water Notice ( Cedar Acres )

Mr. Kroll

We will be placing your comments below in consumer correspondence in Docket No. 20140217 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

**Nickalus Holmes**

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
[nholmes@psc.state.fl.us](mailto:nholmes@psc.state.fl.us)  
850-413-6760

**From:** jjklfl@aol.com [mailto:jjklfl@aol.com]  
**Sent:** Thursday, April 26, 2018 7:06 PM  
**To:** davidjsimons@aol.com  
**Cc:** carolee.mcreynolds@gmail.com; carolee.mcreynolds@gmail.com; Records Clerk; cmihoff@aol.com; cmihoff@aol.com; JDRNCCM0@gmail.com; jb524@live.com; sajakg@aol.com; graciesmom42307@yahoo.com; lauradiscala@yahoo.com; manuel.cardona@dep.state.fl.us; mikemanninglmt@aol.com; mikemanninglmt@aol.com; norconcolburn@aol.com; norconcolburn@aol.com; woods.monica@leg.state.fl.us  
**Subject:** Re: April 2018 Boil Water Notice ( Cedar Acres )

If the generator & pump both worked fine how did the system fail ? Is the generator acting totally on its own when the pump is disabled or is the generator electronically dependent as well as the pump ?

Seems simple...if the pump fails, then the generator takes over to keep the system working properly without any electric power from Duke Energy. There was a failure in the system causing a boil water alert ....looks like the generator failed to maintain the proper pressure causing the alert. Failure of the switches should not cause the generator to not maintain the PSI minimum levels.

Perhaps you could clarify.....JJK.

-----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>; jb524 <jb524@live.com>; sajakg <sajakg@aol.com>; graciesmom42307 <graciesmom42307@yahoo.com>; lauradiscala <lauradiscala@yahoo.com>; manuel.cardona <manuel.cardona@dep.state.fl.us>; mikemanninglmt <mikemanninglmt@aol.com>; norconcolburn <norconcolburn@aol.com>; woods.monica <woods.monica@leg.state.fl.us>  
Sent: Thu, Apr 26, 2018 2:17 pm  
Subject: Re: April 2018 Boil Water Notice ( Cedar Acres )

Mr. Kroll,

The generator worked fine. The pump worked fine. The problem was with the pressure switches. When the water pressure drops because of use, the pressure switches are part of the system that has the pump refill the tank to maintain the pressure. When the switches failed, the pressure dropped below 20 psi and a boil water notice was issued. When the water was tested for the required two days and found clear, the boil water notice was lifted. All according to DEP requirements.

David J. Simons  
Cedar Acres, Inc.

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

From: jklflf <[jjklflf@aol.com](mailto:jjklflf@aol.com)>

To: davidjsimons <[davidjsimons@aol.com](mailto:davidjsimons@aol.com)>; 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)>; cmihoff <[cmihoff@aol.com](mailto:cmihoff@aol.com)>; cmihoff <[cmihoff@aol.com](mailto:cmihoff@aol.com)>; JDRNCCM0 <[JDRNCCM0@gmail.com](mailto:JDRNCCM0@gmail.com)>; jb524 <[jb524@live.com](mailto:jb524@live.com)>; sajakg <[sajakg@aol.com](mailto:sajakg@aol.com)>; graciesmom42307 <[graciesmom42307@yahoo.com](mailto:graciesmom42307@yahoo.com)>; lauradiscala <[lauradiscala@yahoo.com](mailto:lauradiscala@yahoo.com)>; manuel.cardona <[manuel.cardona@dep.state.fl.us](mailto:manuel.cardona@dep.state.fl.us)>; mikemanninglmt <[mikemanninglmt@aol.com](mailto:mikemanninglmt@aol.com)>; mikemanninglmt <[mikemanninglmt@aol.com](mailto:mikemanninglmt@aol.com)>; norconcolburn <[norconcolburn@aol.com](mailto:norconcolburn@aol.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: Fri, Apr 20, 2018 5:35 pm

Subject: Re: April 2018 Boil Water Notice ( Cedar Acres )

Thanks for the info.....wish you would have shared this info soon after the occurrence via email as I could have provided this info to inquiring residents.If the switches were repaired on the main...and the main was shut down for repair....why didn't the generator take over to adequately provide service ? The generator's role is to provide service when the main is down via battery or gasoline as the power source. Something seems to have gone wrong with the system resulting in a boil water alert. Perhaps you could provide clarification.....Thanks.....JJK.

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

From: davidjsimons <[davidjsimons@aol.com](mailto:davidjsimons@aol.com)>

To: jklflf <[jjklflf@aol.com](mailto:jjklflf@aol.com)>; simonsjsr <[simonsjsr@aol.com](mailto:simonsjsr@aol.com)>

Cc: attorney.general <[attorney.general@myfloridalegal.com](mailto:attorney.general@myfloridalegal.com)>; 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)>; jb524 <[jb524@live.com](mailto:jb524@live.com)>; sajakg <[sajakg@aol.com](mailto:sajakg@aol.com)>; graciesmom42307 <[graciesmom42307@yahoo.com](mailto:graciesmom42307@yahoo.com)>; 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)>; norconcolburn <[norconcolburn@aol.com](mailto:norconcolburn@aol.com)>; woods.monica <[woods.monica@leg.state.fl.us](mailto:woods.monica@leg.state.fl.us)>; contact <[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)>; Davidjsimons <[Davidjsimons@aol.com](mailto:Davidjsimons@aol.com)>

Sent: Fri, Apr 20, 2018 12:10 pm

Subject: Re: April 2018 Boil Water Notice ( Cedar Acres )

Dear Mr. Kroll,

It is good that the message blast system is working great. This is one of the DEP approved methods of communication. I also had the boil water sign put out.

Once again, Duke power had an outage. The generator and pump worked fine.

You may have heard the DEP required alarm and/or the generator running.

The problem was with the pressure switch that went out. This switch monitors the

tank pressure and went out with the Duke Power outage. This happened at about 7:20 a.m. Sunday April 8,2018. I was notified of a problem by the auto-dialer and a local resident. A technician was sent and corrected the problem. The pressure switch was replaced within 48 hours. The water was out for about 1:20 minutes.

During this time the pressure dropped below 20 psi and this required a boil water notice. Samples were tested for two consecutive days and were found clear. The boil water notice was rescinded both by message blast and removal of the sign.

There was never a problem with the generator or the pump. The generator is serviced annually to help insure proper function.

David J. Simons  
Cedar Acres, Inc.

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

From: jjklfl <jjklfl@aol.com>

To: davidjsimons <davidjsimons@aol.com>; simonsjsr <simonsjsr@aol.com>; simonsjsr <simonsjsr@aol.com>

Cc: attorney.general <attorney.general@myfloridalegal.com>; 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>; jb524 <jb524@live.com>; 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>; mikemanninglmt <mikemanninglmt@aol.com>; mikemanninglmt <mikemanninglmt@aol.com>; norconcolburn <norconcolburn@aol.com>; norconcolburn <norconcolburn@aol.com>; woods.monica <woods.monica@leg.state.fl.us>

Sent: Thu, Apr 19, 2018 6:19 pm

Subject: April 2018 Boil Water Notice ( Cedar Acres )

Happy to report I received a boil notice & resume normal operation message on my telephone. Residents have been asking why the main pump failed and after the main failed why the generator failed to ensure normal operation which resulted in residents having to boil water. Our understanding of the role of the emergency generator is to provide back up when the main is disabled.

Could you please provide an explanation so that we may share this information with our residents ?

Our community meetings are scheduled for 4-21-18 & 6-16-18...as always you are invited to attend as this may improve the overall water communication issues between the residents & Cedar Acres.

Look forward to hearing from you.....Thanks....JJK.