

Alexus Austin

From: Angela Charles on behalf of Records Clerk
Sent: Monday, November 30, 2015 3:22 PM
To: 'jjklfl@aol.com'
Cc: alegal2009@aol.com; aaron.watkins@dep.state.fl.us; carolee.mcreynolds@gmail.com; jason.seyfert@dep.state.fl.us; jb524@live.com; Leslie Ames; lauradiscala@yahoo.com; manuel.cardona@dep.state.fl.us; merchant.tricia@leg.state.fl.us; mikemanninglmt@aol.com; miltandbeth@gmail.com; momluty@embarqmail.com; norconcolburn@aol.com; Jerry Hallenstein; Sofi Delgado Perusquia
Subject: RE: John Kroll, 13707 CR 109 B-2, Lady Lake FL 32159

Good afternoon,

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

Have a good day,

Angela Charles

From: jjklfl@aol.com [<mailto:jjklfl@aol.com>]
Sent: Monday, November 30, 2015 2:39 PM
To: alegal2009@aol.com; aaron.watkins@dep.state.fl.us; carolee.mcreynolds@gmail.com; Records Clerk; cmihoff@aol.com; jason.seyfert@dep.state.fl.us; jb524@live.com; Leslie Ames; lauradiscala@yahoo.com; manuel.cardona@dep.state.fl.us; merchant.tricia@leg.state.fl.us; mikemanninglmt@aol.com; miltandbeth@gmail.com; momluty@embarqmail.com; norconcolburn@aol.com; Jerry Hallenstein; Sofi Delgado Perusquia
Subject: Re: John Kroll, 13707 CR 109 B-2, Lady Lake FL 32159

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>
To: jjklfl <jjklfl@aol.com>
Cc: consumercomplaint <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