

**Collin Roehner**

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**From:** jjklfl@aol.com  
**Sent:** Monday, July 04, 2016 8:19 PM  
**To:** davidjsimons@aol.com  
**Cc:** carolee.mcreynolds@gmail.com; carolee.mcreynolds@gmail.com; Records Clerk; JDRNCCM0@gmail.com; jason.seyfert@dep.state.fl.us; jb524@live.com; Jerry Hallenstein; lames@psc.state.fl.us; 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:** 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>  
To: jjklfl <jjklfl@aol.com>  
Cc: 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>; 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>; 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 there 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](mailto:mbermude@psc.state.fl.us)

and [bjoiner@psc.state.fl.us](mailto:bjoiner@psc.state.fl.us).

Yours truly,

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.mcreeynolds <[carolee.mcreeynolds@gmail.com](mailto:carolee.mcreeynolds@gmail.com)>; carolee.mcreeynolds <[carolee.mcreeynolds@gmail.com](mailto:carolee.mcreeynolds@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)>; 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)>

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](mailto:davidjsimons@aol.com)>

To: jklfl <[jjklfl@aol.com](mailto:jjklfl@aol.com)>; carolee.mcreeynolds <[carolee.mcreeynolds@gmail.com](mailto:carolee.mcreeynolds@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)>; jhallens <[jhallens@psc.state.fl.us](mailto:jhallens@psc.state.fl.us)>; sajakg <[sajakg@aol.com](mailto:sajakg@aol.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)>; 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](mailto:pscreply@psc.state.fl.us)>; davidjsimons <[davidjsimons@aol.com](mailto:davidjsimons@aol.com)>; cedaracreswater <[cedaracreswater@gmail.com](mailto: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: jkkllfl <jkkllfl@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.