

**Collin Roehner**

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**From:** Jerry Hallenstein  
**Sent:** Monday, August 01, 2016 3:34 PM  
**To:** jjkllfl@aol.com  
**Cc:** carolee.mcreynolds@gmail.com; carolee.mcreynolds@gmail.com; cmihoff@aol.com; cmihoff@aol.com; jason.seyfert@dep.state.fl.us; sajakg@aol.com; lauradiscala@yahoo.com; jb524@live.com; manuel.cardona@dep.state.fl.us; merchant.tricia@leg.state.fl.us; mikemanninglmt@aol.com; norconcolburn@aol.com; woods.monica@leg.state.fl.us; Carl Vinson; Sofi Lehmann; Records Clerk  
**Subject:** RE: FPSC E-service of Document NO. 05663-16 in Docket 140217-WU (Email ID = 094158)

Hello Mr. Kroll,

Per your conversations with our attorney, Ms. Corbari, the issue regarding the backup generator during the June 6, 2016 outage is within the purview of the Department of Environmental Protection (DEP). According to Ms. Corbari's July 15, 2016 email to you, it's my understanding that the Commission considers the issue to be resolved and closed. Below is a copy of Ms. Corbari response to you.

Jerry Hallenstein

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From: Kelley Corbari

Sent: Friday, July 15, 2016 2:38 PM

To: [jjkllfl@aol.com](mailto:jjkllfl@aol.com)

Cc: [carolee.mcreynolds@gmail.com](mailto:carolee.mcreynolds@gmail.com); [cmihoff@aol.com](mailto:cmihoff@aol.com); [JDRNCCM0@gmail.com](mailto:JDRNCCM0@gmail.com); [jb524@live.com](mailto:jb524@live.com); Jerry Hallenstein; [sajakg@aol.com](mailto:sajakg@aol.com); [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); [norconcolburn@aol.com](mailto:norconcolburn@aol.com); Charles Murphy; Rhonda Hicks

Subject: RE: Customer Complaint1214002W

Mr. Kroll,

As I stated during our conversation today, your complaints regarding the configuration and operation of the utility system is a matter for you to address with DEP as DEP is the entity that certifies the integrity of the system. Again, both DEP and the Commission reviewed your complaint and found the utility's explanation of the outage and response to the outage sufficient. As a result the Commission has closed your complaint. You are welcome to contact DEP with your concerns. Additionally, as I mentioned you can file a formal complaint with the Commission, however, the Commission is not the entity that oversees the utility schematics.

Sincerely

**From:** [jjkllfl@aol.com](mailto:jjkllfl@aol.com) [mailto:[jjkllfl@aol.com](mailto:jjkllfl@aol.com)]  
**Sent:** Thursday, July 28, 2016 2:23 PM  
**To:** Records Clerk; Jerry Hallenstein  
**Cc:** [carolee.mcreynolds@gmail.com](mailto:carolee.mcreynolds@gmail.com); [carolee.mcreynolds@gmail.com](mailto:carolee.mcreynolds@gmail.com); [cmihoff@aol.com](mailto:cmihoff@aol.com); [cmihoff@aol.com](mailto:cmihoff@aol.com); [jason.seyfert@dep.state.fl.us](mailto:jason.seyfert@dep.state.fl.us); [sajakg@aol.com](mailto:sajakg@aol.com); [lauradiscala@yahoo.com](mailto:lauradiscala@yahoo.com); [jb524@live.com](mailto:jb524@live.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); [mikemanninglemmt@aol.com](mailto:mikemanninglemmt@aol.com); [norconcolburn@aol.com](mailto:norconcolburn@aol.com); [woods.monica@leg.state.fl.us](mailto:woods.monica@leg.state.fl.us)  
**Subject:** Re: FPSC E-service of Document NO. 05663-16 in Docket 140217-WU (Email ID = 094158)

Jerry, the 3-16 audit indicates some issues were being reviewed by Cedar Acres and were not resolved. However, the 7-28-16 document indicates total compliance with all DEP & PSC concerns as of 3-16. Could someone please clarify whether your 3-16 audit is correct or were all compliance issues resolved 3-16 as stated 7-28-16 ? If the generator fulfilled its role on 6-6-16 why was it not running in the AM on 6-6-16 and there was no water throughout the community that day ?

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

From: Commission Clerk <[rarfax2@PSC.STATE.FL.US](mailto:rarfax2@PSC.STATE.FL.US)>  
Sent: Thu, Jul 28, 2016 8:56 am  
Subject: FPSC E-service of Document NO. 05663-16 in Docket 140217-WU (Email ID = 094158)

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