

To: Jeff Derouen

From: Mary Jo Ridenour

RE: PSC Case #2011-00371

RECEIVED

NOV 23 2011

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COMMISSION

I'm attaching Sonja Ridge's criticisms of my issues with Hillridge Facilities, along with my rebuttal. I have highlighted the parts of her notes that I feel deserve a response from me.

I am sending a copy of these documents to Stuart Benson's Office. They were nice enough to make me aware of Sonja Ridge's remarks concerning our "interactions" and I appreciate being given the opportunity to answer.

I appreciate your time devoted to this matter.

Tuesday
July 16, 2010

12:27 pm

(Called her
at 6:10 when I
got home.
Home cell
499-0135 594-9289

Call from Mary Jo Ridenour - Said her rented house
at 4107 Cottage Hill Rd.

Said her rented house had 5 people living in it and
had back up from drain in basement (Last October 2009.)
Said it had stopped up again last Friday (July 9, 2010)
She called Roy Sandy (who had worked for us in past
up until about 3 1/2 yrs ago)

Roy unstopped both lines & Mary Jo cleaned up
& touched up paint & painted floor.

~~She~~ Said house had PVC line put in 16 yrs ago.

She wanted me to give her money.

I told Mary Jo you know to call us when there's
a problem. We will send someone out & fix it, & pay if
it's our problem. She said Don in past said to just fix it
& he will pay the bill. I've been married to ~~Don~~ Don
for 34 yrs and that's not what we told her. We sent Roy
Sandy out about 4 years ago & said that if the trouble was
in our sewer line from he would pay for damage, if the
trouble was in house line then it was homeowner's responsibility.
I asked her why in the past she didn't hesitate to call
us and did not in Oct 2009 & July 2010.

She started slandering us & said nasty things. I told
her I would send her Murphy out with a camera &
go to the bottom of the problem. I told her MSO does

Not even pay for any damage they cause.
She said she would rather have them & I told her she might get her wish along with a 50% rate increase on a metered scale not a flat rate & I'm sure she will have trouble paying her houses with the new high sewer bills. But my aim was to get to the problem since we are just being notified about the problems after the facts.

I told her I would call Joe Murphy & then call her back. I asked if the house had a clean out & she said yes in front edge of landscaping.

Called Joe Murphy at 6:25 pm told him about problem & that Sandy had been there last year & last week.

Said he would camera the line on Monday morning July 19. 10. I told him if street pipe that connects to house line is damaged to fix it.

Called Marie Jo back at 6:41 and told her Joe would be there 1st thing Monday morning & she could look at film when we were done. I told her if it's in our pipe it will be fixed. She said OK.

Emp [Signature]

Also as a follow up to Mary Jo Redmond
Case July 16, 2010

He cameraed her rented house line at 9117
Cottage Hill. Her plumber made an improper
connection at the house line into our sewer.
There is a wide space where roots are getting in.
Will call her tomorrow July 20, 10
& make arrangements for her to see film

Jeff Derouen
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40602-0615

RE: My response to Sonja Ridge's assertions as stated in her response to Dept. of
Water Investigation of Hillridge Facilities
PSC Case # 2011-00371

My name is Mary Jo Ridenour. My husband Jim and I own two homes in Hillridge Subdivision. Hillridge Facilities provides our sewer service. Our personal home is located at 8909 LaCosta Rd. and we own 4107 Cottagehill Rd. (a rental property purchased in 1995, sixteen years ago). I will be referring to our interaction with Sonja Ridge of Hillridge Facilities regarding only the property at 4107 Cottagehill.

The tenant at 4107 Cottagehill called on Oct. 5, 2009 regarding a sewer backup in her basement. I called Roy Bandy right away and he took care of snaking and clearing out the line. He said the clog appeared to be near the street, based on the amount of snake line that was used. When a second backup occurred (tenant called at 10:00 PM on Friday night, July 9, 2010) I called Roy Bandy on Saturday morning July 10. He unclogged the drain that day (cost of \$125) and again stated the clog was near the street. I mopped the unfinished area with bleach and water and had Jeridon Carpet come out and replace part of the carpet pad and restretch the carpet in the finished area of the basement on July 13, 2010 (\$147.70). I had called Hillridge Facilities that following week and told them of the recent back-up as well as the October '09 backup. Sonja Ridge stated I should have called her first; but I needed someone to respond fast (family of four lives there). I told her of our costs, but she felt no responsibility. Roy Bandy worked for Hillridge Facilities for years and **Don Ridge gave me Roy Bandy's name and phone number and said I could call Roy directly** when there's a sewer line backup, that Roy would note on his bill how many feet of "snake" were used to clear the line and that would indicate whose sewer line was clogged (his line or ours). I absolutely NEVER said that Don told me "just fix it and he (Don Ridge) would pay the bill". Never said that! I'm a reasonable person and certainly would not expect them to pay for a problem that's in our line! (We installed the PVC line in 1995, just before

we finished the basement on Cottagehill to PREVENT possible problems in our line!)

Hillridge Facilities is slow to respond to sewer line issues. For example, I called them on Friday, May 27, 2011 about a sewer line backup at 4107 Cottagehill. I called somewhere between 1:00 and 2:00 PM that afternoon (don't recall the exact time). The answering machine said to leave your name and phone number, we will call you back; that this machine is monitored every two hours. This was a Friday afternoon before a holiday weekend and when I hadn't heard from the Ridges by 4:30 PM I again called Roy Bandy myself; he was there by shortly after 5:00. He cleared the line and for the first time the stoppage was under the basement floor and was our responsibility. We were relieved that it was resolved before the Holiday weekend. That night around 7:00 or later Sonja Ridge called and I told her since she didn't call within the two hour time frame I called Roy, he was able to take care of it on short notice, the clog was on our property and of course we would take care of the cost. Sonja Ridge did not mention this incident in her notes.

To summarize, we didn't call Hillridge Facilities first in the previous two incidents because of a history of a slow response time on the part of Hillridge Facilities and our own unwillingness to pay \$250 to Joe Murphy if the clog was in our line, as opposed to Roy Bandy's fee of usually \$95 (\$125 if on Saturday). With a tenant occupied or owner occupied property, time is of the essence if sewer water backs up in your basement every time you flush the toilet.

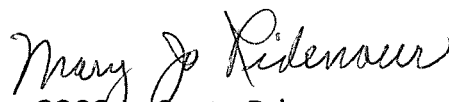
Regarding the July 2010 incident: Joe Murphy came out with his camera to check out the line at 4107 Cottagehill, after Roy Bandy had already cleared it and said the clog was near the street. Joe Murphy's VCR tape showed hair-like roots at the connecting points between the two lines, at the street. He said it appeared the clog was at the connection between the two lines and that Hillridge Facilities did not feel any responsibility for clearing the stoppage since, he said, the connection was not done to code. (We installed a new, seamless PVC line from the house to the street based on problems the previous owner had). We had a licensed plumber (Franck Plumbing) install that sewer line in 1995. He had left a hole in the yard near the street, put a "horse" near it, and said he had to leave the hole open til the State Plumbing Inspector approved the connection. After several days the state plumbing inspector came, the hole was filled in, and I paid Franck

Plumbing for the job. Now Sonja Ridge is saying the plumbing connection wasn't done to code! In July 2010 I called the State Plumbing Inspector's Office and unfortunately they don't keep a record of inspections such as this any more than three years back. I also tried to locate Franck Plumbing, but he is perhaps retired (no longer in business).

We did what we were supposed to do: put a new PVC line in a home with a history of sewer backups, and had a licensed plumber do the work. We have a friend who is a retired plumber, and he said that the connection that was done may not be to code by today's standards, but it was likely done to code over 16 years ago, as the code for connections such as this has changed.

I appreciate the time it took for you to read this rebuttal. Please call me if you have any questions.

Mary Jo Ridenour



11/21/11

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