

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

OZARK SLONE AND KIM SLONE)	
)	
COMPLAINANTS)	
V.)	CASE NO.
)	2013-00383
SOUTHERN WATER & SEWER DISTRICT)	
)	
DEFENDANT)	

ORDER

On November 1, 2013, the Commission ordered Southern Water & Sewer District ("Southern District") to satisfy the matters complained of by Complainants or file a written answer to the Complaint within ten days.

On November 19, 2013, the Commission received a late response that was not signed by an attorney as required by 807 KAR 5:001, Section 4(4). On December 4, 2013, the Commission gave Southern District ten additional days to file an Answer in compliance with 807 KAR 5:001.

Southern District again failed to timely file an Answer. The Commission issued an Order on December 23, 2013 giving Southern District until January 17, 2014 to show cause why the Commission should not grant the relief the Complainants seek.

Southern District filed an Answer to the Complaint on January 24, 2014. A cover letter dated January 23, 2014 from Dean Hall, Manager, Southern District, indicates the late response was due to the utility's working to restore water service during an outage. According to a letter filed January 15, 2014, from Hubert Halbert, Manager, Southern

District, to George Wakim with the Public Service Commission, Southern District experienced a main line break on January 5, 2014.¹

Having reviewed the record and being otherwise sufficiently advised, the Commission finds that:

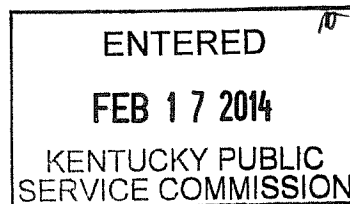
1. Southern District filed its Answer late, but it has now complied with the November 1, 2013 and the December 23, 2013 Orders. Having now filed an Answer to the Complaint, Southern District has shown cause why the Commission should not accept the allegations in the Complaint as admission by Southern District and why the Commission should not, at this time, grant the relief requested by the Complainants.

IT IS THEREFORE ORDERED that:

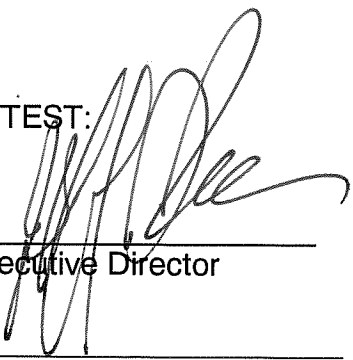
1. Southern District's January 24, 2014 Answer shall be accepted for filing, and the December 23, 2013 Show Cause Order has been satisfied.

2. Southern District shall timely respond to all future Commission Orders.

By the Commission



ATTEST:



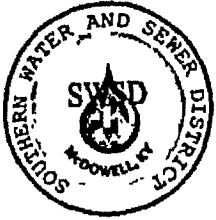
Executive Director

¹ Letter from Hubert Halbert, Manager, Southern Water and Sewer District, to George Wakim, Branch Manager, Kentucky Public Service Commission (Jan. 15, 2014), attached as an Appendix to this Order.

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2013-00383 DATED **FEB 17 2014**

Letter from Hubert Halbert, Manager, Southern Water and Sewer District, to George Wakim, Branch Manager, Kentucky Public Service Commission (Jan. 15, 2014).



SOUTHERN WATER & SEWER DISTRICT

P.O. Box 610
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Kentucky Public Service Commission
Mr. George Wakim
211 Sower Blvd.
Frankfort, Kentucky

January 13, 2014

RE: Water Outage Update

Mr. Wakim,

Southern Water and Sewer District experienced a main line break on Jan,5. 2014 which affected approximately 3000 customers, lines were repaired and water was being restored to the customers and then after the artic temperature on Monday night the tanks were filling normal until we had problems at the intake with ice sucking into the intake. During this time Kentucky Division of Water Inspectors, Robert Back and Josh George were present at 5WSD office and went directly to the intake and stayed there while this occurred. After this occurrence what water that was gained in tanks was lost. So we had to start back at square one pumping.

Three interconnects with the city of Prestonsburg to help supplement the pumping while the City of Wheelwright and Knott County Water could not supply any due to problems of their own.

Kentucky Rural Water Circuit riders have been here since the freeze and continue to help provide assistance in locating leaks. We have repaired over one hundred service leaks, meter bottoms and bursted regulators, not counting the numerous customer leaks that have been shut off.

Water tanks have been filling and service has been restored to all customers except approximately five hundred customers.

Crews are still repairing leaks at present and a Boil Advisory still is in effect.

Several Public Service announcements have been made including radio and television interviews. We will continue to keep the public as well the Kentucky Public Service Commission and other state and local officials updated.

Sincerely,

Hubert Halbert
Manager

RECEIVED

JAN 15 2014

PUBLIC SERVICE
COMMISSION

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