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PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

KURT AND LAYNE NETHERTON
COMPLAINANTS

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}
}

CASE NO.
2014-00141

VS

KENTUCKY-AMERICAN WATER COMPANY
DEFENDANT

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

Pursuant to Administrative Regulation 807 KAR 5:001, Complainants, Kurt and Layne Netherton, provide the following responses to the Commission Staff's First Request for Information.

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ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST FOR INFORMATION DATED MAY 30, 2014

1. When did you purchase your residence at 3649 Winding Wood Lane?
2. When did you begin occupying the residence at 3649 Winding Wood Lane?
3. Please state whether you had a property inspection performed for 3649 Winding Wood Lane prior to your purchase of that residence. If so, please provide a copy of the written report of that property inspection.
4. When was your residence at 3649 Winding Wood Lane built?
5. List and describe any improvement made to your home since January 1, 2013. Provide the date of the improvement.
6. List each appliance in the residence at 3649 Winding Wood Lane that uses water or is connected to the residence's internal plumbing system.
7. List and describe any water-using appliances that Complainants installed or had installed in their residence at 3649 Winding Wood Lane after July 1, 2013.
8. State whether since July 1, 2013 any plumbing fixtures at the residence at 3649 Winding Wood Lane have been installed, replaced, or repaired or repaired. If yes, describe the plumbing fixture, the nature of the action (installation, repair, replacement) and the date of the action.
9. Describe all work performed on the residence's piping or internal plumbing system since January 1, 2013.

10. Does the residence at 3649 Winding Wood Lane have an in-ground irrigation system? If yes, describe that system.
11. If the residence has an in-ground irrigation system, please state whether the Complainants have used an irrigation service company to service the system and identify the name of the irrigation service company and the names of the individual employees of that entity who performed the work on the system.
12. Please provide all dates after July 1, 2013 in which the in-ground irrigation system was serviced or inspected for any reason and provide copies of the job service tickets and invoices for each of these occasions.
13. Please state whether the in-ground irrigation system has leaked since July 1, 2013 and, if the answer is no, please state how you are certain it has not leaked.
14. Please provide the make and model of the control panel for your in-ground irrigation system and state the year it was installed at 3649 Winding Wood Lane.
15. Please state whether, prior to occupying your residence at 3649 Winding Wood Lane, you ever occupied a residence with an in-ground irrigation system.
16. Describe the bathroom fixtures that are in the residence at 3649 Winding Wood Lane and the approximate date that each fixture was installed.
17. Describe how you verified that there are no leaks on the property as alleged in your Complaint. If persons other than you made the verification or assisted in the verification, identify each of those persons and describe the special skills or training that he or she had

to perform that action.

18. State whether, during your efforts to verify that there were no leaks at the residence at 3649 Winding Wood Lane, you discovered any situation, such as a toilet flapper valve not reseating or leaking faucet or showerhead, that would have resulted in water usage but not in a sufficient amount to explain the usage in issue.
19. State whether any landscaping or outside renovation work was performed at the residence at 3649 Winding Wood Lane since July 1, 2013. If yes, describe the nature of the work and provide copies of job tickets and invoices for that work.
20. State whether, during the period from November 6, 2013 to January 7, you had guests or visitors to your residence other than the child to whom you refer in your Complaint.
21. State whether, during the period from November 6, 2013 to January 7, 2014, you allowed your faucets to drip to prevent freezing pipes. If yes, state the number of occasions and the length of time they did so.
22. State whether, at any time between November 6, 2013 and January 7, 2014, you or anyone visiting or staying at the residence at 3649 Winding Wood Lane used a garden or lawn hose for any activity involving the use of water on the outside of the residence. If such use occurred, describe the usage.
23. State whether you utilize a sump pump at your residence and, if so, describe the power source that sump pump, i.e., whether it is powered by electricity or if it is a water-powered sump pump.

TABLE OF CONTENTS FOR EXHIBITS
ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014

- A. Property Inspection**
- B. Invoice for Winterizing In-ground Irrigation System**
- C. E-mail Discussing Inspection of In-ground Irrigation System**
- D. E-mail Correspondence from KAWC Verifying No Leaks Present on the Property**
- E. Letter from KAWC Confirming No Leaks on Property**
- F. Invoice for Landscaping Work**
- G. Invoice for Landscaping Work**
- H. Invoice for Irrigation System Winterization**
- I. Receipt for Brick Repair Work**
- J. Receipt for Brick Repair Work**

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

1. When did you purchase your residence at 3649 Winding Wood Lane?

Response By: Layne Netherton

April 15, 2013

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

2. When did you begin occupying the residence at 3649 Winding Wood Lane?

Response By: Layne Netherton

Approximately 5/1/14

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

3. Please state whether you had a property inspection performed for 3649 Winding Wood Lane prior to your purchase of that residence. If so, please provide a copy of the written report of that property inspection.

Response By: Layne Netherton

Yes, a property inspection was performed. See **Exhibit A**.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

4. When was your residence at 3649 Winding Wood Lane built?

Response By: Layne Netherton

1992

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

5. List and describe any improvement made to your home since January 1, 2013. Provide the date of the improvement.

Response By: Layne Netherton

- A. Window replacements done by previous owners done on or around 3/31/13
- B. Interior painting done 4/25/13
- C. Garage door replaced 3/21/14

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

6. List each appliance in the residence at 3649 Winding Wood Lane that uses water or is connected to the residence's internal plumbing system.

Response by: Layne Netherton

- A. Refrigerator in garage
- B. Refrigerator in kitchen
- C. Washing machine in laundry room
- D. Dishwasher in kitchen
- E. Garbage disposal in kitchen

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

7. List and describe any water-using appliances that Complainants installed or had installed in their residence at 3649 Winding Wood Lane after July 1, 2013.

Response By: Layne Netherton

None

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

8. State whether since July 1, 2013 any plumbing fixtures at the residence at 3649 Winding Wood Lane have been installed, replaced, or repaired or repaired. If yes, describe the plumbing fixture, the nature of the action (installation, repair, replacement) and the date of the action.

Response By: Layne Netherton

- A. Garbage disposal repair—unclog drain and disposal—11/23/13
- B. Kitchen sink faucet repair—fixed leak on back of faucet—11/23/13
- C. Kitchen refrigerator repair—water valve replacement—2/1/14
- D. Dishwasher repair—replace filter—3/24/14
- E. Dishwasher repair—replace fill valve—4/7/14

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

9. Describe all work performed on the residence's piping or internal plumbing system since January 1, 2013.

Response By: Layne Netherton

None that I am aware of. We purchased the home on April 15, 2013.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

10. Does the residence at 3649 Winding Wood Lane have an in-ground irrigation system? If yes, describe that system.

Response By: Layne Netherton

Yes, it does have an in-ground irrigation system. The system was in place when the home was purchased. It is located underground in the front yard and used to water the lawn in the summer and/or early fall. The system has a backflow device installed on it, which is tested annually, in accordance KAR Title 815, Chapter 20. The backflow device is a Pressure Vacuum Breaker Prevention Assembly, serial no. T029230, model no. WILKINS/720.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

11. If the residence has an in-ground irrigation system, please state whether the Complainants have used an irrigation service company to service the system and identify the name of the irrigation service company and the names of the individual employees of that entity who performed the work on the system.

Response By: Layne Netherton

We use Shamrock Turf Mangement to service the system, who subcontracts with an irrigation contractor, Damon Parker. The servicing of this system includes annual start up, annual winterization, backflow testing, and any necessary repairs to the system.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

12. Please provide all dates after July 1, 2013 in which the in-ground irrigation system was serviced or inspected for any reason and provide copies of the job service tickets and invoices for each of these occasions.

Response By: Layne Netherton

A. The system was winterized on 11/14/13 and we were billed on 11/15/13. See

Exhibit B.

B. The system was inspected on 2/12/14 by Todd Teeples and Damon Parker. See

Exhibit C. No bill was presented for this service.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

13. Please state whether the in-ground irrigation system has leaked since July 1, 2013 and, if the answer is no, please state how you are certain it has not leaked.

Response by: Layne Netherton

The system has not leaked since 7/1/13. The system was inspected for leaks and winterized on 11/4/13 and again on 2/12/14. No leaks were found during either of these inspections.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

14. Please provide the make and model of the control panel for your in-ground irrigation system and state the year it was installed at 3649 Winding Wood Lane.

Response by: Kurt Netherton

Make: Hunter

Model: PC-300

Installed: September 2011

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

15. Please state whether, prior to occupying your residence at 3649 Winding Wood Lane,
you ever occupied a residence with an in-ground irrigation system.

Response by: Kurt Netherton

Yes.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

16. Describe the bathroom fixtures that are in the residence at 3649 Winding Wood Lane and the approximate date that each fixture was installed.

Response by: Kurt Netherton

Basement: Delta sink faucet: single unit, double knob

Basement: Shower faucet: Delta single unit, single knob

Main Floor: Price Pfister sink faucet: triple unit, double knob

Master Bathroom: Two sink faucets: triple unit, double knob

Master Bathroom: Bathtub faucet: triple unit, double knob

Master Bathroom: Shower faucet; Delta single unit, single knob

Master Bathroom: Peerless shower head

Upstairs Guest Bathroom A: Sink faucet; single unit, single knob

Upstairs Guest Bathroom A: Shower faucet; Delta single knob

Upstairs Guest Bathroom B: Two sink faucets; single unit; double knobs

Upstairs Guest Bathroom B: Shower faucet; Delta single knob

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

17. Describe how you verified that there are no leaks on the property as alleged in your Complaint. If persons other than you made the verification or assisted in the verification, identify each of those persons and describe the special skills or training that he or she had to perform that action.

Response by: Layne Netherton

- A. On 1/7/14, immediately upon gaining knowledge of the high usage bill, both Kurt and Layne Netherton closely examined the inside and outside of the property and verified that there were no leaks. We walked around the entire premises and observed all faucets, toilets, and appliances attached to the internal plumbing system. We did not observe even minor leaks, much less a leak that could result in the massive usage reported by KAWC.
- B. On 2/12/14, Todd Teeples, owner of Shamrock Turf Management, Damon Parker, Irrigation Contractor, and Kurt Netherton examined the property for leaks. See previously marked **Exhibit C**, regarding that visit.
- C. In the e-mail correspondence dated 1/25/14, KAWC acknowledges that, upon examination of the property, that there were no leaks. **See Exhibit D.**
- D. The KAWC letter dated 2/7/14, KAWC confirms there were no leaks observed on 1/24/14 by KAWC. **See Exhibit E.**

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
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18. State whether, during your efforts to verify that there were no leaks at the residence at 3649 Winding Wood Lane, you discovered any situation, such as a toilet flapper valve not reseating or leaking faucet or showerhead, that would have resulted in water usage but not in a sufficient amount to explain the usage in issue.

Response by: Layne Netherton

No leaks were observed.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

19. State whether any landscaping or outside renovation work was performed at the residence at 3649 Winding Wood Lane since July 1, 2013. If yes, describe the nature of the work and provide copies of job tickets and invoices for that work.

Response by: Layne Netherton

- A. On 7/26/13, a disease control lawn application was administered. See **Exhibit F**.
- B. On 8/28/13, the lawn was power seeded. See **Exhibit G**.
- C. On 11/04/13, the irrigation system was winterized. See **Exhibit H**.
- D. On 12/14/13, brick repair work was done on the front sidewalk. See **Exhibit I**.
- E. On 12/15/13, brick repair work was done on the front sidewalk. See **Exhibit J**.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

20. State whether, during the period from November 6, 2013 to January 7, you had guests or visitors to your residence other than the child to whom you refer in your Complaint.

Response by: Layne Netherton

A. On 11/21/13 to 11/24/13, Savannah Netherton came to visit.

B. On 12/21/13 to 12/29/13, Savannah Netherton came to visit.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

21. State whether, during the period from November 6, 2013 to January 7, 2014, you allowed your faucets to drip to prevent freezing pipes. If yes, state the number of occasions and the length of time they did so.

Response by: Kurt Netherton

To prevent the pipes from freezing, one faucet was allowed to drip for an eight hour period for one evening.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

22. State whether, at any time between November 6, 2013 and January 7, 2014, you or anyone visiting or staying at the residence at 3649 Winding Wood Lane used a garden or lawn hose for any activity involving the use of water on the outside of the residence. If such use occurred, describe the usage.

Response by: Layne Netherton

No.

**ANSWER TO KENTUCKY-AMERICAN WATER COMPANY'S FIRST REQUEST
FOR INFORMATION DATED MAY 30, 2014**

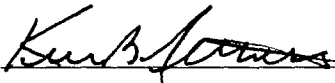
23. State whether you utilize a sump pump at your residence and, if so, describe the power source for that sump pump, i.e., whether I is powered by electricity or if it is a water-powered sump pump.

Response by: Kurt Netherton

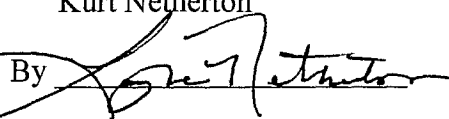
The residence has a sump pump. The power source is electricity.

Respectfully submitted,

Kurt and Layne Netherton
3649 Winding Wood Lane
Lexington, KY 40515
(859)-536-8875
layniemia@yahoo.com

By 

Kurt Netherton

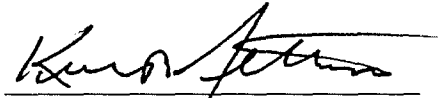
By 

Layne Netherton

CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the foregoing Request for Information has been served via US Mail this the 16th day of June, 2014 to Hon. Lindsey W. Ingram III, 300 West Vine Street, Suite 2100, Lexington, KY 40507 and to Cheryl D Norton, 2300 Richmond Road, Lexington, KY 40502 and that the original and seven true and accurate copies of the same has been served, via US Mail this 16th day of June, 2014 upon the following:

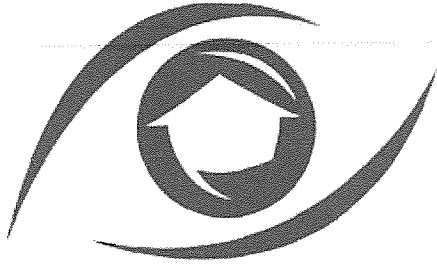
Public Service Commission
211 Sower Blvd.
Box 615
Frankfort, Kentucky 40602-0615



Kurt Netherton



Layne Netherton



1762 Normandy Road Lexington , KY 40504
Phone: (859) 276-6221 Fax: (859) 277-2181
E-mail: ht506@hometeam.com

HomeTeam[®]

INSPECTION SERVICE

March 23, 2013

**3649 Winding Wood Lane
Lexington, KY 40515
Inspection #: 506-032013-0536**

Dear Kurt and Laynie,

On 3/23/2013 HomeTeam Inspection Service made a visual inspection of the property referenced above. Attached, please find a written, narrative report of our findings in accordance with the terms of our Home Inspection Agreement. Although maintenance items may have been addressed verbally at the time of the inspection, they may not be included in the enclosed report. The photos are an integral part of the inspection report. Please check the captioning of the photos for additional comments.

I trust the enclosed information is helpful and that you enjoy every aspect of your new home. If I can be of any assistance, please feel free to contact me at the above email address. I hope you will refer my services to your friends and colleagues.

Sincerely,

**HomeTeam Inspection Service
Steve Cunningham
Kentucky State License # HI-2141**

File Number: 506-032013-0536

Address of Inspection: 3649 Winding Wood Lane



PREFACE:

This report is intended for the sole, confidential, and exclusive use and benefit of the Client(s) under a written HomeTeam Inspection Agreement. This report is not intended for the benefit of, and may not be relied upon by, any other party. The disclosure or distribution of this report to the current owner(s) of the property inspected or to any real estate agent will not make those persons intended beneficiaries of this report. The HomeTeam Inspection Service has no liability to any party (other than the HomeTeam client named above, for whom this report was expressly prepared) for any loss, damage or expense (including, without limitation, attorney fees) arising from any claim relating to this report.

A home inspection is intended to assist in evaluation of the overall condition of the dwelling. The inspection is based on observation of the visible and apparent condition of the structure and its components on the date of the inspection. We will not render an opinion as to the condition of any systems or components of the structure that are concealed by walls, floors, drywall, paneling, suspended ceiling tiles, insulation, carpeting, furniture or any other items stored in or on the property at the time of the inspection.

The results of this home inspection are not intended to make any representation regarding the presence or absence of latent or concealed defects that are not reasonably ascertainable in a competently performed home inspection. No warranty or guaranty is expressed or implied.

If the person conducting your home inspection is not a licensed structural engineer or other professional whose license authorizes the rendering of an opinion as to the structural integrity of a building or its other component parts, you may be advised to seek professional opinion as to any defects or concerns mentioned in the report. If the age, condition or operation of any system, structure or component of the property is of a concern to you, it is recommended that a specialist in the respective field be consulted for a more technically exhaustive evaluation.

This inspection report includes a description of any material / major defects (*) noted during the inspection, along with any recommendation that certain experts be retained to determine the extent of the defects and any corrective action that should be taken. Any material defect that poses an unreasonable risk to people on the property will be conspicuously defined as such. Any recommendations made to consult with other specialists for further evaluation as a result of our findings should be complete prior to the conclusion of the inspection contingency period. The Client warrants they will read the entire Inspection Report when received and shall promptly contact HomeTeam regarding any questions or concerns the Client may have regarding the inspection or the Inspection Report.

* Material / Major Defect: A problem with a residential real property or any portion of it that would have a significant adverse impact on the value of the property or that involves an unreasonable risk to the people on the property. The fact that a structural element, system or subsystem is near, at or beyond the end of the normal useful life of such a structural element, system or subsystem is not by itself a material defect.

We will not determine the cause of any condition or deficiency, determine future conditions that may occur including the failure of systems and components or consequential damage or components or determine the operating costs of systems or components.

It is not uncommon to observe cracks or for cracks to occur in concrete slabs or exterior and interior walls. Cracks may be caused by curing of building materials, temperature variations and soil movement such as: settlement, uneven moisture content in the soil, shock waves, vibrations, etc. While cracks may not necessarily affect the structural integrity of a building, cracks should be monitored so that appropriate maintenance can be performed if movement continues at an abnormal rate. Proper foundation maintenance is key to the prevention of initial cracks or cracks enlarging. This includes, but not limited to proper watering, foundation drainage and removal of vegetation growth near the foundation.

GENERAL INFORMATION of the INSPECTION:

The inspection was conducted according to the Standards of Practice of The American Society of Home Inspectors. The scope was to inspect the readily accessible, visually observable, installed systems and components of the structure. To report those inspected systems and components, that, in the professional judgment of the inspector, were not functioning properly, significantly deficient, unsafe, or were near the end of their normal service lives.

Please do a pre-closing walk through and double check the systems in your home, since time will have passed since this home inspection. The inspection was not technically exhaustive and did not identify concealed conditions, latent defects or consequential damage(s).

The terms: "front, back, left and right" were used in the report to describe the location of the systems and components of the structure as though **facing the main entry door from the exterior. All conditions were reported as they were visually observed at the time of the inspection.**

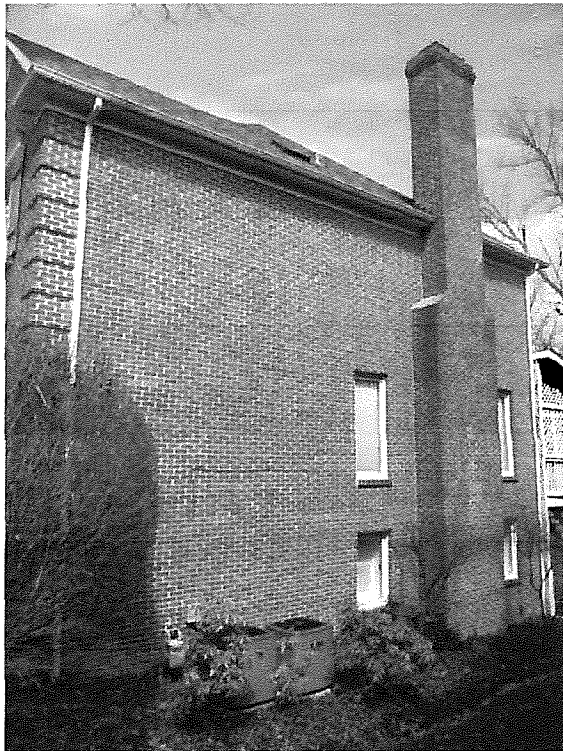
GENERAL DESCRIPTION of the PROPERTY:

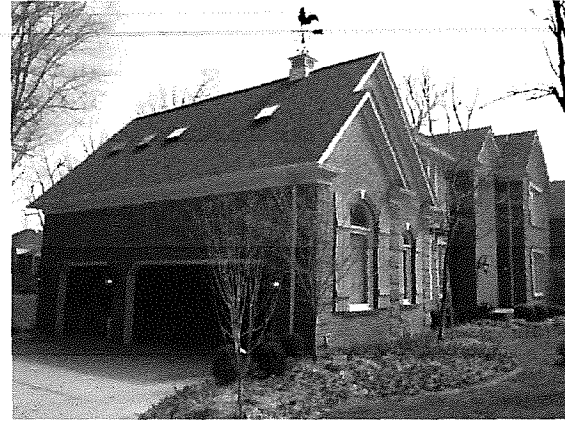
The temperature at the time of the inspection was about 40 to 50 degrees Fahrenheit, and it was sunny but damp from recent rains.

The utilities were functional.

The age of the structure, as estimated by the inspector, was years and it was not occupied, however there was furniture and personal belongings present.

The buyer and the buyer's real estate professional were present during the inspection and/or the informational walk-through of the structure.





EXTERIOR:

The inspected structure was a two story design, primarily for residential use.

The general construction of the structure was primarily composed of wooden framing components. The primary exterior siding component was brick veneer. The primary overhang area components were painted wood. The visible and accessible exterior wall flashing components were inspected and appeared to be in good condition. There were no major defects on the visible portions of the primary exterior siding components or the primary overhang area components.

The patios, walkways, porches and driveway attached to or leading to the structure were inspected. There was no significant damage observed.

General information: Concrete and asphalt will normally pit, settle and crack from weather exposure. Any cracks or separations in these types of surfaces should be caulked or sealed to help prevent water from entering the opening and freezing in the winter season, which may cause additional cracking or separations.



wooden trim was damaged at the front entry



overhang at left of front entry door - ???



all brick and mortar separations should be repaired

GARAGE STRUCTURE:

The accessible areas of the attached garage were inspected. The garage doors and the mechanical components of the garage doors were inspected and were found to be operable.

The fire separation walls, doors, and ceiling at the interior of the garage were inspected and appeared to be adequate.

There were no major visual defects observed on the visible portions of the garage structure, the garage doors or the mechanical components.

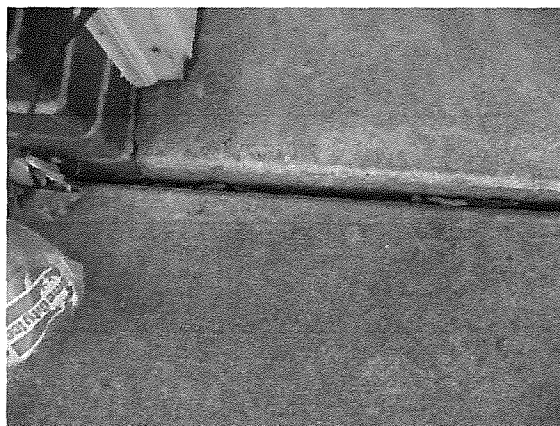
General Information: Concrete garage floors will normally settle and the surface may crack and pit.

The infrared safety reverse beams for the electric garage door opener were not installed. Consider installing for your safety.

DECKS and PORCHES:

There was a wooden deck located at the exterior of the structure. There were no major visual defects observed on the deck surface material or the deck support structure.

General Information: The deck structure should be kept sealed with an appropriate coating at regular intervals to help prolong the useful life of the wooden components. The safety railing should be properly spaced and adequately attached to the wooden deck structure.



the driveway had settled; seal the opening to prevent water penetration

ROOF SURFACE COMPONENTS:

The main roof structure was a combination design covered primarily with asphalt shingle-type material. The observation of the roof surface components, the related flashings and penetrations through the roof surface was performed from the roof surface.

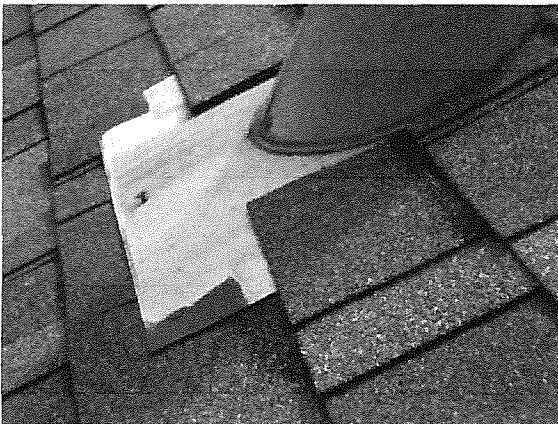
The approximate age of the roof surface covering material, as estimated by the inspector, appeared to be less than three years. There appeared to be one layer of material on the roof surface. There appeared to be minimal overall wear on the roof surface covering material. The observed conditions appeared to indicate that the roof surface covering material were in the first part of their normal useful life.

There were no major visual defects observed on the visible portions of the exterior of the roof surface components.

General Information: The visual roof surface inspection was not intended as a warranty on the remaining life of the roof surface components, but simply an estimate of the remaining normal useful life based on observations. Any roof surface metal, especially the flashings and valley materials should be kept well protected with a coating specifically formulated for that purpose.



bricks could be a safety concern





please monitor the valleys for debris accumulation



opening at the back side of the cupola should be sealed to help prevent pest entry



The lead boot around all of the plumbing vent pipes had openings in the top, which could allow water to drip down the pipe into the attic space. Repair or replacement should be made as necessary to help prevent water penetration into the attic space.



GUTTER and DOWNSPOUT SYSTEM:

The roof surface gutters and downspouts consisted of painted metal components that were functional. There were no major defects observed on the visible components of the roof surface drainage system.

General Information: Downspout components should be extended approximately ten feet from the foundation and they should be securely attached to the structure. When splash blocks are used, they should be properly placed to catch the roof surface water and direct it away from the foundation.

Some of the gutter downspouts appeared to be connected to under-ground drainage pipes. The adequacy and capacity of the drainage pipes were not part of the inspection. After occupancy, please determine the exit point of the drainage pipes.

The roof surface gutters were clogged with leaves and other debris. Maintaining a clean guttering system should help to provide a clear pathway for the proper drainage of the roof surface water.

CHIMNEY:

The visible exterior of the chimney structure and the related components were inspected.

There appeared to be no major visual defects observed on the exterior of the chimney structure.



bricks could be a safety concern

The unsealed concrete at the top of the chimney could absorb water that may seep into the interior of the chimney structure. Moisture present in the interior of a chimney structure may increase the possibility of mortar deterioration and brick/stone spalling (the face of the brick/stone surface falling away). The concrete crown should be sealed with a brushable tar-based product to help prevent water absorption into the concrete crown and the interior of the chimney structure.

PIER and BEAM FOUNDATION:

The foundation was primarily constructed of poured concrete and was a basement type construction. A complete inspection of the foundation and footing was not possible due to the lack of visual access. Only a technically exhaustive inspection by a structural engineer can determine the exact condition of the foundation and footing.

General Information: A single visual inspection cannot determine whether possible movement of a foundation has occurred. Any cracks that were observed in the foundation and/or foundation walls should be monitored regularly.

GRADE of the SOIL:

The general grade of the soil at the lot on which the structure was situated appeared to be moderately sloping. It appeared to be adequate to direct ground surface water and roof surface water away from the foundation. The general grade of the soil next to the foundation of the structure appeared to be sloping toward the foundation.

General Information: The soil at the perimeter of the foundation should be graded to a gentle slope, falling away from the foundation, in order to properly drain the ground surface water away from the structure. The slope should be approximately six-inches of vertical fall for every ten-feet of horizontal distance.

BASEMENT:

The basement appeared to be dry at the time of the inspection.

The basement walls were partially finished, so a complete inspection was not possible.

There were no major visual defects observed on the visible portions of the basement.

General Information: Because a basement is constructed below the grade of the surrounding soil, it is vulnerable to water penetration at any time. Heavy or extended periods of rain, flash flooding, or snowmelts could cause possible water penetration into a basement. Water penetration and accumulation in a basement is generally caused by ground and roof surface water that is directed toward the foundation. By remembering that, "WATER FLOWS DOWNHILL", and then by repairing any downhill slope or any depression around the perimeter of the foundation, a majority of the possible water concerns in a basement may be eliminated.

Other contributors to water penetration in a basement are: (1) downspouts that exit near the foundation, (2) HVAC condensate lines that drain in a basement or exit near the foundation, (3) water held by an excessive amount of landscaping and vegetation around the foundation, and (4) patio, walkway or driveway surfaces that slope toward the foundation.

WOODEN FLOOR STRUCTURE:

The floor structure components that were visible consisted primarily of a plywood subfloor, supported by two-inch by ten-inch wooden joists spaced sixteen inches on center.

There were six-inch by eight-inch steel flange type girders and steel posts for load-bearing support.

There were no major visual defects observed on the visible portions of the floor structure components.

PLUMBING SYSTEM:

The visible water supply lines throughout the structure were primarily copper type piping. The visible water waste lines throughout the structure were primarily DWV plastic type piping. Water supply flow throughout the structure appeared to be adequate.

The functional drainage of the water waste lines appeared to be adequate.

The visually accessible plumbing fixtures and visually accessible water supply faucets that were not attached to a household appliance (for example: a washing machine faucet) were operated and inspected for visible leaks.

The in-line water supply valves were not operated because operating could cause the valve to start leaking, however, the visually accessible in-line water supply valves were inspected for visible leaks.

The inspected bathrooms had a exterior window or operating exhaust fan unless noted.

There were no major visual defects observed in the visible portions of the accessible plumbing system at the time of the inspection.

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Address of Inspection: 3649 Winding Wood Lane



whirlpool in operation

The handle was not installed on the master bathroom shower faucet and the grout was cracked and the back right corner of the shower.

The p-trap was leaking at the jack-n-jill bathroom vanity.

The commode was loose at the basement bathroom and should have the wax seal replaced.

The dishwasher was leaking at the supply valve.

CLOTHES DRYER VENTING COMPONENTS:

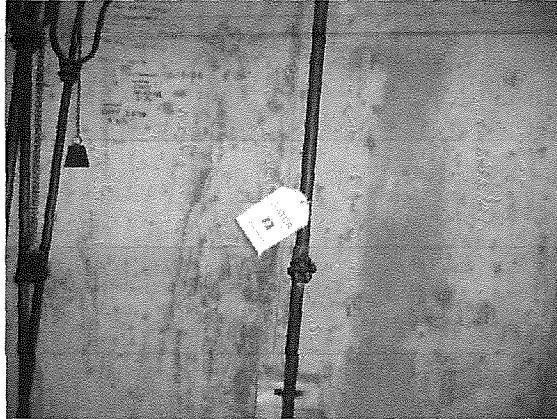
The visible sections of the clothes dryer exhaust vent piping and exterior cover were inspected and it was functional and adequate, however, it did not have a protective screen installed at the exterior cover.

NOTE: Please check the operation of the flap(s) at the exterior cover upon taking occupancy and operating the dryer for the first time to make sure that it is not clogged with lint.

WATER METER:

The control meter for the water service was located in the front yard. The main water supply shutoff valve for the structure was located in the basement.

The location of the main water supply shutoff valve has been marked with an identification tag and should be noted by all occupants in case of an emergency situation concerning the water supply.



SUMP WELL and SUMP PUMP:

There was a sump well and a sump pump located in the basement. The size of the sump well did appear adequate. The sump pump motor was immersed in water and could not be tested for operation. Please confirm the operation of the motor with the seller. The sump pump discharge pipe did appear to have a check valve installed to help prevent back flow.

The sump pump was not tested for water flow, output or efficiency.



The sump well opening in the basement did not have a protective cover installed. The cover should be installed to help prevent injury from accidental entry into the sump well.

The sump pump motor was immersed in water and could not be tested for operation. Please confirm the operation of the motor with the seller.

GAS METER:

The control meter for the gas service was located at the right exterior wall. The control meter should be located by all occupants in case of an emergency situation concerning the gas supply.

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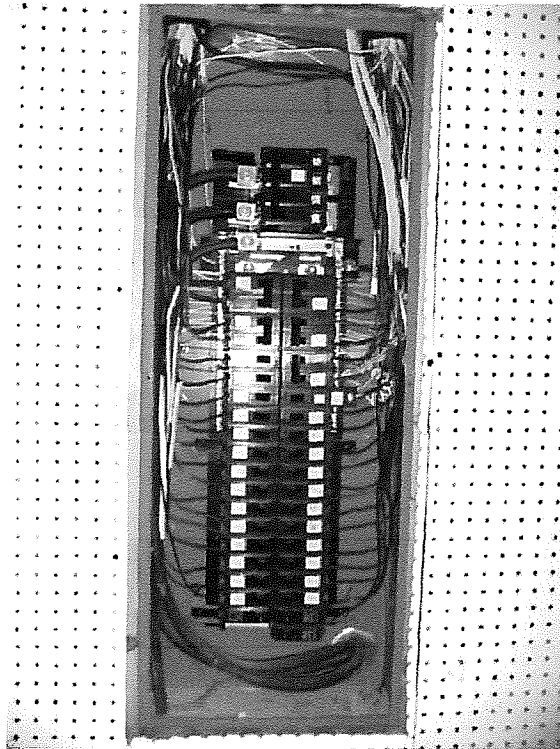
ELECTRICAL SYSTEM:

The underground electrical service wire entered the structure on the left exterior wall. The electrical service wire entered a Square D service panel, located on the basement wall and appeared to have a rated capacity of 200 amps and 120/240 volts.

The branch circuits within the panel appeared to be copper with multi-strand aluminum in some of the 240 volt circuits. The branch circuits and the circuit breakers to which they were attached appeared to be appropriately matched.

The visible wiring of the structure consisted primarily of the nonmetallic (romex) type. The electrical service appeared to be grounded by means of a copper wire from the service panel to the soil.

There were no major visual defects observed on the visible portions of the electrical system.



ELECTRICAL COMPONENTS:

The accessible installed electrical lighting fixtures, switches, and receptacles located throughout the structure were inspected and were found to be functional.

WATER HEATER:

There was A natural gas-fueled water heater, with a 50-gallon capacity, was located in the basement. The water heater was manufactured by Bradford White. The model number was MI5036FBN and the serial number was JA16120348. Information on the water heater indicated that it was manufactured approximately one years ago.

A pressure relief valve was present. This safety device should relieve any excess pressure that could build up inside the water heater. The pressure relief valve was not operated because operating could cause the valve to start leaking.

A safety extension pipe was attached to the pressure relief valve, which did terminate close to the floor.

The water heater was functional at the time of inspection.

The approximate temperature of the heated water provided to the structure appeared to be 121 to 125 degrees Fahrenheit. Please see the instruction manual for the water heater in order to adjust the temperature.

SMOKE ALARM STATEMENT:

There were smoke alarms found in the structure.

The smoke alarms should be checked for operation upon taking occupancy of the structure, and then checked for operation on a monthly basis thereafter.

GFCI STATEMENT:

There were ground fault circuit interrupters located at some of the electrical receptacles of the structure. A ground fault circuit interrupter (GFCI) is a safety device that senses a potential shock hazard and interrupts the flow of current in the circuit. The exact location of the GFCIs was not part of the inspection.

General information: As a safety reminder, the electrical receptacles that should have GFCI protection include: outdoor receptacles that are installed below a height of 6-feet 6-inches, most bathroom receptacles, kitchen receptacles located at counter tops that are within 6-feet of a water source, receptacles at wet bar sinks. Most garage receptacles should have GFCI protection, except for the receptacle at the garage door opener and the receptacle at a refrigerator or a freezer.

WINDOWS:

The window units were not inspected. The selling agent said that a window specialty company would be inspecting and replacing or repairing all of the windows.

There were roof mounted skylights installed in the ceiling of the structure. Although none was observed, any leakage that may have occurred at the skylight openings could have been concealed by recent painting. Skylights should be monitored regularly to help prevent water penetration into the structure.

DOORS:

The accessible interior and exterior door units were found to be functional at the time of the inspection.

There were no major visual defects observed on the accessible primary door units.

INTERIOR LIVING AREAS:

The interior living areas are inspected for visual indications of structural failure and safety concerns only. The cosmetic condition of the paint, walls and wall coverings, floors and floor coverings, all hardware items, lighting fixtures, moldings, windows and window coverings, and decorative items were not inspected.

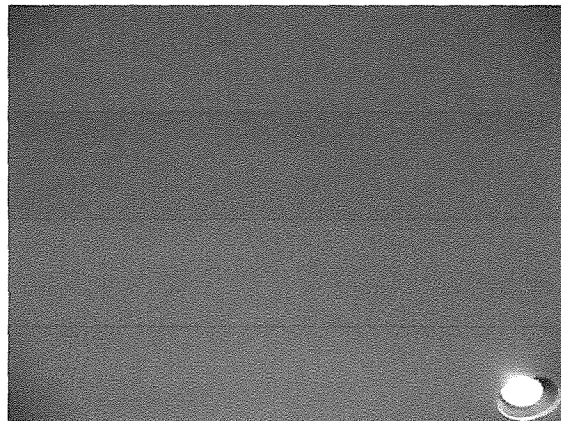
The interior wall and ceiling surfaces were primarily drywall.

There were no major visual defects observed on the visible portions of the interior wall and/or ceiling surfaces.

General Information: Any small seam cracks, corner cracks and any nail pops are normal and are generally occurring due to the natural expansion and contraction of dissimilar materials. Possible concerns such as previous repairs and water stains may not have been identified if the interior wall and ceiling surfaces had been recently painted or covered with wallpaper or paneling.



second level jack-n-jill bathroom tile behind the commode



water stain on the living room ceiling below the jack-n-jill bathroom

KITCHEN CABINETS AND APPLIANCES:

The visible portions of the kitchen cabinets appeared to be in good condition. The visible portions of the kitchen counter top components appeared to be in good condition.

The appliances were checked for operational function only.

The dishwasher was observed through a partial wash cycle and did appear to be functional in the "wash" and "drain" cycle.

The built-in oven and counter top mount cook top with downdraft exhaust did appear to be functional.

The refrigerator did appear to be functional.

The food waste disposer was inspected and did appear to be functional..

The built-in microwave oven was inspected and did appear to be functional.

General Information: Counter top components should be sealed with a water-resistant caulking compound at any open gaps to help prevent water penetration into the wooden components of the counter top or the cabinets.

The exterior cover for the kitchen cook top downdraft exhaust was clogged and should be cleaned.



FIREPLACES:

There were fireplaces located in the living room and in the basement. The damper in the basement fireplace was not fully functional and should be repaired. There was minimal visual evidence of a creosote buildup in the fireboxes. There were no cracks observed in the fireboxes.

General Information: The inspection of the fireplace and chimney was limited to the readily visible portions of the components. For safety reasons, a fireplace and the chimney or pipe to which it is vented should be cleaned and inspected by a qualified chimney sweep or masonry contractor, as there may be hidden defects, not readily visible at the time of the inspection. The fireplace was not tested for operation or function.



gas shut off valve for the basement fireplace gas log

The basement fireplace damper was not fully functional and should be repaired.



The fireplace gas logs did not have any safety features installed. Consider replacing with gas logs that have safety features.

ROOF STRUCTURE:

The sections of the roof structure that were accessible were inspected from the attic space. The roof structure consisted primarily of two-inch by six-inch wooden rafters spaced sixteen inches on center and oriented strand board (OSB) type sheathing.

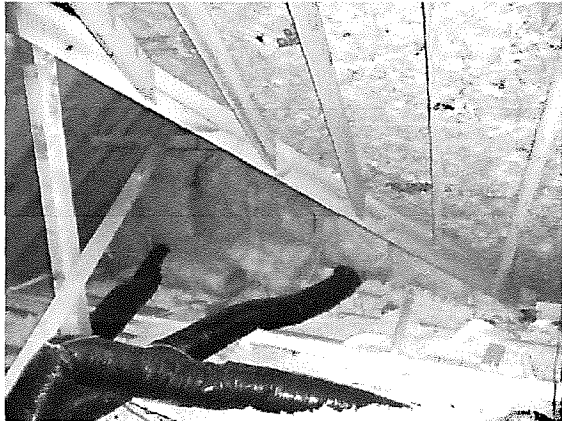
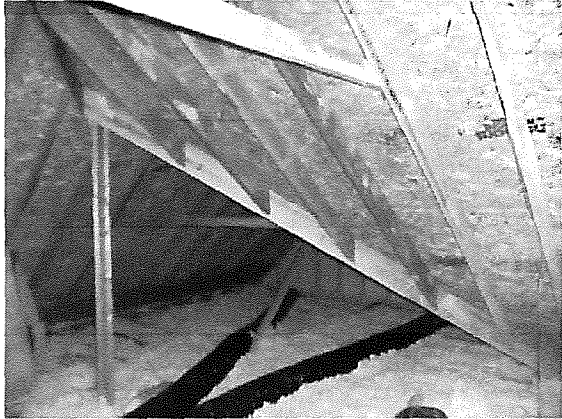
It was not possible to inspect all of the areas of the attic space because of the configuration of the framing components and due to the presence of insulation, attic flooring material and/or personal items stored in the attic space.

There were no major visual defects observed on the visible portions of the attic space or roof structure.

General Information: The apparent absence of visible indications of moisture was not necessarily a conclusive indication that the roof structure was free from water penetration. The underneath side of the roof structure should be inspected from the attic space during extended periods of heavy rain or snow melt to be sure the roof structure does not leak at that time.



The roof structure valley rafters did not appear to be adequately supported with vertical bracing material. Adequate load-bearing bracing material should be installed to help maintain the structural integrity of the roof structure.



ATTIC SPACE and VENTILATION:

The attic space over the primary living area was accessed through a ceiling scuttle in the second level bedroom closet.

The insulation over the main living area was fiberglass type, which was eight to ten-inches in depth.

Ventilation for the attic space was provided by soffit mounted and roof mounted ventilators.

The insulation was not disturbed by the inspector, therefore, the majority of the ceiling joists, drywall and components in the attic space could not be accessed for inspection.

General Information: During the winter months, when windows and doors are usually closed because of the lower outdoor temperatures, the attic space should have adequate ventilation. Unless the water vapor produced by the use of bathtubs, showers, and appliances is removed by adequate ventilation, it could dampen insulation, which reduces its effectiveness. Proper ventilation allows the air flow to dissipate water vapor before it can condense and form water droplets. During the summer months, radiant heat from the sun can cause extreme roof surface temperatures. Prolonged exposure to high heat levels will accelerate aging and shorten the useful life of the roof system and the roof surface materials. Having a properly ventilated airflow through the attic space between the roof surface and the living space ceiling area will help offer protection against heat buildup. Proper ventilation should provide a natural draft from the bottom of the attic space to the top of the attic space. Ventilator openings should not be covered during the winter. Soffit ventilators should not be blocked by insulation. Bathroom exhausts and kitchen exhausts should be vented to the exterior of the structure and not into the attic space to help prevent excessive moisture.

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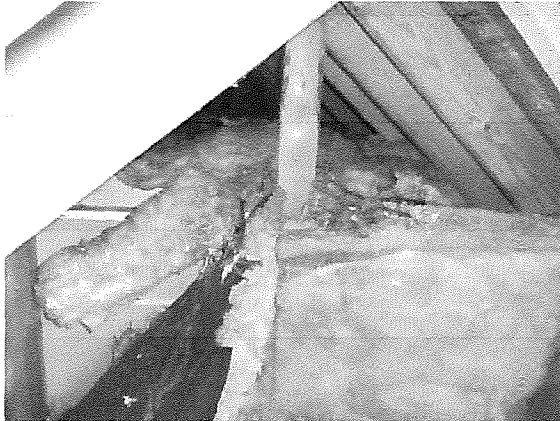
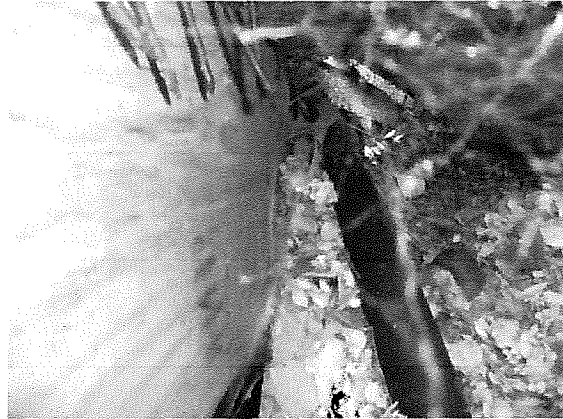
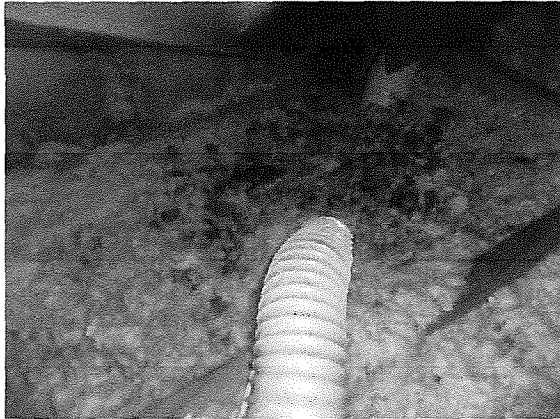
Address of Inspection: 3649 Winding Wood Lane



File Number: 506-032013-0536

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There were openings in the overhang at the left side and the back side. The openings should be repaired to help prevent pests from entering the attic space



GENERAL INFORMATION on the HEATING and COOLING SYSTEM:

The heating and cooling components were tested by operating the thermostat controls as a user would normally operate them on a daily basis and comparing the temperature differentials between the supply air and the return air. The complete examination of the heating and cooling systems was technically limited since the units were not dismantled to examine the interior components.

The heating and cooling systems should be inspected and serviced upon taking possession of the structure and then seasonally by a licensed heating and cooling technician. It is very important that this service is completed to ensure the proper operation of your HVAC system(s).

Please check with the seller to obtain any documents concerning regular maintenance and servicing of the heating and cooling systems.

FIRST LEVEL GAS HEATING SYSTEM:

A gas-fueled, forced-air heating system was manufactured by Amana, provided the primary heat to the structure. The unit was located at the basement of the structure. The model number was not readable and the serial number was 1205227891. The unit was approximately one years in age.

Periodic preventive maintenance is recommended to keep the unit in good operating condition.

NOTE: Without removing the burners to gain complete access, and with the limited viewing area of the heat exchanger, a thorough inspection was not possible.

The fan motor safety switch on the unit was tested and appeared to be functional at the time of the inspection.

The heating system was functional at the time of the inspection.

FIRST LEVEL COOLING SYSTEM:

The electric air-conditioner condensing unit was manufactured by Amana. The unit was located at the right exterior of the structure. The model number was ASK140301CC and the serial number was 1206724193. The unit was approximately one years in age.

Periodic preventive maintenance is recommended to keep the unit in good operating condition.

The air-handler and the coil for the air conditioner were located at the basement.

The condensation lines were draining into a sump well.

The cooling system was not tested for operation due to the low outdoor temperature.

SECOND LEVEL GAS HEATING SYSTEM:

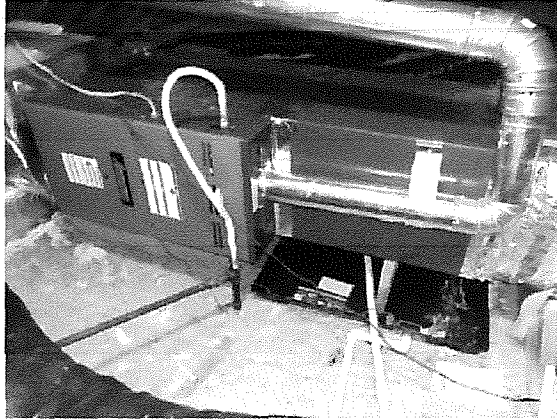
A gas-fueled, forced-air heating system was manufactured by Amana, provided the primary heat to the structure. The unit was located at the attic space of the structure. The model number was AMH80604BN and the serial number was 1110549082. The unit was approximately two years in age.

Periodic preventive maintenance is recommended to keep the unit in good operating condition.

NOTE: Without removing the burners to gain complete access, and with the limited viewing area of the heat exchanger, a thorough inspection was not possible.

The fan motor safety switch on the unit was tested and appeared to be functional at the time of the inspection.

The heating system was functional at the time of the inspection.



HEATING and COOLING 2 SYSTEM CONTROLS:

The thermostat control for the first level heating and cooling system was located on the entry foyer wall of the structure.

The thermostat control for the second level heating and cooling system was located on the master bedroom wall of the structure.

The thermostats were found to be in working order.

General Information: There will be normal temperature variations from room to room and/or from level to level.

HEATING and COOLING 2 SYSTEM FILTERS:

The first level 16 x 20 x 1-inch disposable filter located at the coil/air-handler unit in the basement.

The second level 16 x 20 x 1-inch disposable filter was located at the coil/air-handler unit in the attic space.

They should be replaced on a regular basis.



second filter location in the attic space

File Number: 506-032013-0536

Address of Inspection: 3649 Winding Wood Lane

SECOND LEVEL COOLING SYSTEM:

The electric air-conditioner condensing unit was manufactured by Amana. The unit was located at the right exterior of the structure. The model number was ASX140361CC and the serial number was 1206724502. The unit was approximately one years in age.

Periodic preventive maintenance is recommended to keep the unit in good operating condition.

The air-handler and the coil for the air conditioner were located at the attic space.

The condensation lines appeared to be draining into a sump well.

The cooling system was not tested for operation due to the low outdoor temperature.

CARBON MONOXIDE DETECTORS:

General Information: When gas-fueled or wood-fueled appliances are located in the structure, OR if there is an attached garage, HomeTeam Inspection Service advises that adequate carbon-monoxide detectors be installed. The detection devices should be installed according to the manufacturer's directions based upon the configuration of the structure and the types and locations of the gas and/or wood-fueled appliances in use.

REASONABLE EXPECTATIONS REGARDING A PROFESSIONAL HOME INSPECTION:

There may come a time when you discover something wrong with the house, and you may be upset or disappointed with your home inspection. There are some things we'd like you to keep in mind.

Intermittent or concealed problems: Some problems can only be discovered by living in a house. They cannot be discovered during the few hours of a home inspection. For example, some shower stalls leak when people are in the shower, but do not leak when you simply turn on the tap. Some roofs and basements only leak when specific conditions exist. Some problems will only be discovered when carpets are lifted, furniture is moved or finishes are removed.

No clues: These problems may have existed at the time of the inspection, but there were no clues as to their existence. Our inspections are based on the past performance of the house. If there are no clues of a past problem, it is unfair to assume we should foresee a future problem.

We always miss some minor things: Some say we are inconsistent because our reports identify some minor problems but not others. The minor problems that are identified were discovered while looking for more significant problems. We note them simply as a courtesy. The intent of the inspection is not to find the \$200 problems; it is to find the \$1000 problems. These are the things that affect people's decisions to purchase.

Contractor's advice: A common source of dissatisfaction with home inspectors comes from comments made by contractors. Contractors' opinions often differ from ours. Don't be surprised when three roofers all say the roof needs replacement, when we said that the roof would last a few more years with some minor repairs.

"Last man in" theory: While our advice represents the most prudent thing to do, many contractors are reluctant to undertake these repairs. This is because of the "last man in" theory. The contractor fears that if he is the last person to work on the roof, he will get blamed if the roof leaks, regardless of whether or not the roof leak is his fault. Consequently, he won't want to do a minor repair with high liability, when he could re-roof the entire house for more money and reduce the likelihood of a callback. This is understandable.

Most recent advice is best: There is more to the "last man in" theory. It suggests that it is human nature for homeowners to believe the last bit of expert advice they receive, even if it is contrary to previous advice. As home inspectors, we unfortunately find ourselves in the position of "first man in" and consequently it is our advice that is often disbelieved.

Why didn't we see it?: Contractors may say, "I can't believe you had this house inspected, and they didn't find this problem."

There are several reasons for these apparent oversights:

- **Conditions during inspection:** It is difficult for homeowners to remember the circumstances in the house at the time of the inspection. Homeowners seldom remember that it was snowing, there was storage everywhere or that the furnace could not be turned on because the air conditioning was operating, etc. It's impossible for contractors to know what the circumstances were when the inspection was performed.
- **This wisdom of hindsight:** When the problem manifests itself, it is very easy to have 20/20 hindsight. Anybody can say that the basement is wet when there is 2" of water on the floor. Predicting the problem is a different story.
- **A long look;** If we spent half an hour under the kitchen sink or 45 minutes disassembling the furnace, we'd find more problems, too. Unfortunately, the inspection would take several days and would cost considerably more.
- **We're generalists:** We are generalists; we are not specialists. The heating contractor may indeed have more heating expertise than we do. This is because we are expected to have heating expertise and plumbing expertise, structural expertise, electrical expertise, etc.
- **An invasive look:** Problems often become apparent when carpets or plaster are removed, when fixtures or cabinets are pulled out, and so on. A home inspection is a visual examination. We don't perform invasive or destructive tests.

Not insurance: In conclusion, a home inspection is designed to better your odds. It is not designed to eliminate all risk. For that reason, a home inspection should not be considered an insurance policy. The premium that an insurance company would have to charge for a policy with no deductible, no limit and an indefinite policy period would be considerably more than the fee we charge. It would also not include the value added by the inspection.

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Please read the report in its entirety and review the separate inspection photos and their captions. The photos are an integral part of the report. Some of the concerns and safety items that are not listed below may be addressed in the main body of the report and/or in the separate inspection photos and their captions. The listing order of the concerns is random and is not intended to establish any priority. This report should not be considered as a complete repair list.

Safety Concerns:

- The fireplace gas logs did not have any safety features installed. Consider replacing with gas logs that have safety features.
- The sump well opening in the basement did not have a protective cover installed. The cover should be installed to help prevent injury from accidental entry into the sump well.
- The exterior cover for the kitchen cook top downdraft exhaust was clogged and should be cleaned.
- The infrared safety reverse beams for the electric garage door opener were not installed. Consider installing for your safety.

Roof Surface Concerns:

- The roof surface gutters were clogged with leaves and other debris. Maintaining a clean guttering system should help to provide a clear pathway for the proper drainage of the roof surface water.

Attic and Roof Structure Concerns:

- The roof structure valley rafters did not appear to be adequately supported with vertical bracing material. Adequate load-bearing bracing material should be installed to help maintain the structural integrity of the roof structure.
- There were openings in the overhang at the left side and the back side. The openings should be repaired to help prevent pests from entering the attic space.

Plumbing Concerns:

- The sump pump motor was immersed in water and could not be tested for operation. Please confirm the operation of the motor with the seller.
- The handle was not installed on the master bathroom shower faucet and the grout was cracked and the back right corner of the shower.
The p-trap was leaking at the jack-n-jill bathroom vanity.
The commode was loose at the basement bathroom and should have the wax seal replaced.
The dishwasher was leaking at the supply valve.

OTHER CONCERNS and MAINTENANCE REPAIRS

- The basement fireplace damper was not fully functional and should be repaired.
- The lead boot around the plumbing vent pipe was cracked, which could allow water to drip down the pipe into the attic space.

File Number: **506-032013-0536**

Address of Inspection: **3649 Winding Wood Lane**

-----end of the inspection report-----

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Date of the Inspection: **March 23, 2013**
Clients: **Kurt Netherton**
Address of the Inspection: **3649 Winding Wood Lane, Lexington, Kentucky**
File Number: **506-02013-0536**
Inspector: **Steven Cunningham, Kentucky License # HI-2141**

RADON INSPECTION:

Radon gas is a colorless and odorless gas released into the ground because of uranium decay. This invisible gas can be hazardous to your health in an enclosed structure. Steve Cunningham performed the radon test you requested. The radon inspection results are below.

A radon test was performed according to the guidelines of the "Radon Screening Measurement Test Addendum to Inspection Agreement" and the EPA's testing protocol. The test is a screening measurement to determine the average radon concentration in the home during the testing period. The testing period began on 03/23/2013 and lasted until 03/27/2013 a total of 92 hours. This test was done with a precision airborne alpha radiation detection instrument; a model CRM-510/CO, an EPA approved testing device.

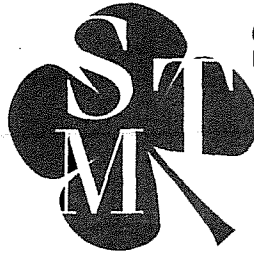
The average radon concentration was 1.6 pCi/l.

If radon levels of 4.0 pCi/l or higher are detected, HomeTeam recommends that you consult your state radon office for guidance. We also suggest that, if you have any questions once you get the results, that you contact the Federal or State EPA, American Lung Association, Consumer Product Safety Commission, American Medical Association, or your local health department.

There can be variations in any radon measurement due to changes in the weather and operation of the dwelling.

The hourly reading from the detection device is attached.

I have also attached a copy of the EPA booklet "Home Buyer's and Seller's Guide to Radon".



Shamrock Turf Management

1260 Versailles Rd.
Lexington, KY 40508

859-252-8444 Office
859-252-8994 Fax

BILL TO: Kurt Netherton
3649 Winding Wood Lane
Lexington, KY 40515

Statement

| | | Amount Due | Date | | |
|---|--|---------------------|---------------------|-----------------------|------------|
| | | \$180.00 | 12/13/2013 | | |
| Date | Transaction | Amount | Balance | | |
| 07/26/2013 | INV #CLIP12896. Due 08/05/2013. Orig. Amount \$120.00. | 60.00 | 60.00 | | |
| 11/15/2013 | INV #CLIP13519. Due 11/29/2013. Orig. Amount \$176.09. | 120.00 | 180.00 | | |
| <p style="text-align: center;"> 11/4/13 Irrigation winterizing </p> | | | | | |
| CURRENT | 1-30 DAYS PAST DUE | 31-60 DAYS PAST DUE | 61-90 DAYS PAST DUE | OVER 90 DAYS PAST DUE | Amount Due |
| 0.00 | 120.00 | 0.00 | 0.00 | 60.00 | \$180.00 |

From: Todd Teeples [mailto:mtt@unitedlandscape.net]
Sent: Wednesday, February 12, 2014 10:08 AM
To: Kurt Netherton
Subject: water leak

To whom it may concern:

Damon Parker, irrigation contractor and myself visited Kurt Netherton's property (3649 Winding Wood Lane) on February 12, 2014 to inspect his irrigation system for a possible leak. During our one hour site visit we looked at all possible areas where water could be leaking.

The irrigation tap to the main line showed no signs of leaking, the water at the bottom near the irrigation shut-off ball valve was not frozen, there was no water present in the irrigation system and the back flow preventer was intake showing no signs of water freeze damage.

The irrigation system was winterized on November 4, 2013.

During the one hour site visit we were also looking at the water meter to determine if the leak indicator was spinning, there was no movement of the leak indicator during our visit.

Todd Teeples

Shamrock Turf Management

1260 Versailles Rd.

Lexington, KY 40508

Cell: 859-509-1006

todd@shamrockturf.net

Subject: Re: Netherton KAWC Bill
From: infoky@amwater.com (infoky@amwater.com)
To: iayniemia@yahoo.com;
Date: Saturday, January 25, 2014 3:44 AM

Dear Customer,

Thank you for your contact. Upon review of the account after the most recent visit, we have also confirmed no leaks on the premise. We have also verified the reads on the meter for the billing periods in question to be actual and not estimated reads. At this point a meter test would be the next step in the investigation process. The billing department is already aware of this dispute and is working to resolve the issue. To discuss this matter further and/or to schedule a meter test. Please call in to our call center with the phone number listed below, and we will be happy to assist you. Thank you.

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-678-6301.

Sincerely,
American Water
Customer Service

Layne Netherton <iayniemia@yahoo.com>
01/24/2014 12:27 PM
Please respond to
Layne Netherton <iayniemia@yahoo.com>

To "infoky@amwater.com" <infoky@amwater.com>,
cc: Kurt Netherton <k.netherton@insightbb.com>
Subject: Re: Netherton KAWC Bill

The meter was reread today and the notice indicates that the "readings appear to be back to normal".

Regarding the outstanding balance of \$1,444.19 for the time frame November 6-January 7th, we are in the process of filing a formal complaint with the KY Public Service Commission. Additionally, we have received a sewer bill for \$1,285.48 for the same time period, of which we are concurrently filing a complaint for.

It's obvious your billing and/or meter reading is incorrect. It's impossible to come close to using the reported 249,832 gallons of water, as reported by your company.

I'm available to discuss this matter immediately. Otherwise, I'll proceed with filing the complaint that I have started preparing. We regard this matter as a very serious one.

Regards,

Layne Netherton
859-536-8875

On Wednesday, January 22, 2014 6:34 AM, "infoky@amwater.com" <infoky@amwater.com> wrote:
Dear Layne Netherton,

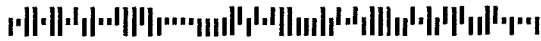
Thank you for your contact. Our prior email communication indicated that we have scheduled a technician to visit your property to re-read the meter and to check for leaks between the dates of January 22, thru February 1st. Our technician will inspect the meter, obtain another reading and watch for meter movement. A physical visit is the second step of our high usage investigation. The first step is to direct our customer's to the leak detection information on our website and advise what types of things can cause the bill to escalate. You may contact us after February 2, 2014 and we will be happy to update you on the results of our visit.

Your email mentioned that you have verified that there are no leaks inside or outside of the property. Your historical usage indicates very erratic usage from month to month which can indicate the possibility of a malfunctioning toilet which is the most common type of leak that can easily go unnoticed. A dye test is a quick and easy method to check for toilet leaks. Put a few drops of food coloring in the holding tank of the toilet and don't flush. Wait for thirty minutes to an hour and see if any of the color seeps from the tank to the toilet bowl. If coloring appears in the bowl, the flapper is likely allowing water to seep from the tank into the bowl which can cause a significant amount of water loss.



P.O. Box 578 Alton, IL 62002

02/07/2014



004801 1 AB 0.403 04806/004806/006491 19 01 ACR98P 002

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

For Service To:

Account Number: 1012-210010167585
Service Address: 3649 Winding Wood Ln
Lexington, KY 40515-1284

Dear Layne Netherton,

It is important to us, as we know it is to you, that your concerns with a higher than expected water bill be reviewed as quickly as possible. When you contacted us we reviewed your situation immediately by issuing a service order to verify the meter reading was correct.

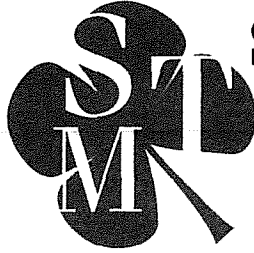
We have looked into this situation and determined that the water use billed is correct on the account. On January 24, 2014 Kentucky American Water went to the property and obtained a reading of 689. The field office representative found no movement on the meter, which indicates that there is not a water leak at the present time. If you recently repaired a leak, please send in a copy of the contractor or hardware receipt for consideration of an adjustment. Adjustment requests and receipts maybe mailed to the address at the top of this letter.

We recognize the added financial burden that may have been placed on you. If you would like to discuss a possible payment arrangement for your account or have other questions, please contact our customer service center at (800-678-6301). Please call when it is convenient for you. Our representatives are available 24 hours a day, 7 days a week.

Your effort to conserve water -- a precious natural resource, and using water wisely, will help manage your future water cost. Thanks for making this a priority. For water saving ideas and leak detection tips, please visit www.amwater.com.

Sincerely,

American Water Customer Service



Shamrock Turf Management

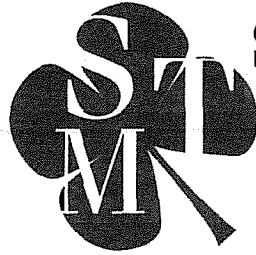
260 Versailles Rd.
Lexington, KY 40508

859-252-8444 Office
859-252-8994 Fax

| | |
|----|---|
| To | Kurt Netherton 3649 Winding Wood Lane Lexington, KY 40515 |
|----|---|

Invoice

| | DATE | INVOICE NO. | DUE DATE |
|--|-------------------------|-------------|--|
| | 7/26/2013 | CLIP12896 | 8/5/2013 |
| DESCRIPTION | QTY | RATE | AMOUNT |
| Lawn Appln. - Disease Control - 07/17/13 | | 120.00 | 120.00 |
| <p>Oct 22, 2013</p> <p>Kurt,</p> <p>As Todd & I were reviewing your account we realized a small mistake regarding this invoice. The disease control lawn application above was not a part of your original prepaid agreement. I did not catch this at the time and used part of your credit to cover this invoice. I have corrected the credits thus leaving a balance due on this invoice. I am very sorry for our mistake and any inconvenience this may have caused. If you have any questions please do not hesitate to give Todd or myself a call.</p> <p>We truly appreciate your business.</p> <p>Sue Ellen McFarlane</p> <p><i>Sorry Sue Ellen</i></p> | | | <p><i>Pd</i></p> <p><i>11/15 \$60.00</i></p> <p><i>12/15 \$60.00</i></p> |
| Thank you for your business. | Total | | \$120.00 |
| | Payments/Credits | | \$0.00 |
| | Balance Due | | \$120.00 |



Shamrock Turf Management

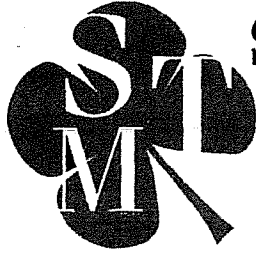
1260 Versailles Rd.
Lexington, KY 40508

859-252-8444 Office
859-252-8994 Fax

| | |
|----|---|
| To | Kurt Netherton 3649 Winding Wood Lane Lexington, KY 40515 |
|----|---|

Invoice

| | DATE | INVOICE NO. | DUE DATE |
|--|-------------------------|-------------|-----------|
| | 8/30/2013 | CLIP13027 | 9/20/2013 |
| DESCRIPTION | QTY | RATE | AMOUNT |
| Over seeding - Power slit seeder - 08/28/13 NOTES: OUTSIDE OF CONTRACT WORK | | 120.00 | 120.00 |
| Thank you for your business. | Total | | \$120.00 |
| | Payments/Credits | | \$0.00 |
| | Balance Due | | \$120.00 |



Shamrock Turf Management

1260 Versailles Rd.
Lexington, KY 40508

859-252-8444 Office
859-252-8994 Fax

BILL TO: Kurt Netherton
3649 Winding Wood Lane
Lexington, KY 40515

Statement

| | | Amount Due | Date | | |
|--------------------------|---|---------------------|---------------------|-----------------------|------------|
| | | \$180.00 | 12/13/2013 | | |
| Date | Transaction | Amount | Balance | | |
| 07/26/2013 11/15/2013 | INV #CLIP12896. Due 08/05/2013. Orig. Amount \$120.00. INV #CLIP13519. Due 11/29/2013. Orig. Amount \$176.09. <div style="text-align: center; border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block;"> * 11/4/13 * </div> <i>Irrigation winterizing</i> | 60.00 120.00 | 60.00 180.00 | | |
| CURRENT | 1-30 DAYS PAST DUE | 31-60 DAYS PAST DUE | 61-90 DAYS PAST DUE | OVER 90 DAYS PAST DUE | Amount Due |
| 0.00 | 120.00 | 0.00 | 0.00 | 60.00 | \$180.00 |

RECEIPT

No.

DATE

12/14/13

FROM

Kurt Netherton

\$ 225⁰⁰

TWO, TWENTY five

DOLLARS

FOR

Brick Repair

899-684-7263

| | |
|-------------------|----------------------|
| Amount of Account | |
| Amount of Paid | \$ 225 ⁰⁰ |
| Balance Due | \$ 25 |

- CASH
- CHECK
- MONEY ORDER
- CREDIT CARD

FROM

BY

Chris O'neal

RECEIPT

859-684-2263

No.

DATE 12/15/13

FROM Chris O Neal

\$ 25.00

Twenty Five dollars ~~xx~~

DOLLARS

FOR Seating Walk way

| | |
|-------------------|--|
| Amount of Account | |
| Amount of Paid | |
| Balance Due | |

- CASH
- CHECK
- MONEY ORDER
- CREDIT CARD

FROM _____ TO _____

BY _____