

September 26, 2014

Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Post Office Box 615  
Frankfort, KY 40602

RECEIVED

SEP 29 2014

PUBLIC SERVICE  
COMMISSION

Re: Airview Utilities LLC Case No. 2014-00215

Dear Sirs:

Attached please find an original and 10 copies of Airview's response to the PSC Staff's data request in the above-referenced case. Airview has attempted to the best of our ability to respond to this data request.

Please note that, while Airview has attempted to the best of our ability to respond to this request, each of the 6 data request items relates to service issues. Airview has no objection to providing responses to customer service complaints in this case. However, the PSC's own statute book notes the following: "KRS 278.260 gives the public service commission responsibility and authority in the areas of rates and services, but those are two distinct areas and are subject to separate procedures, standards, and remedies..."

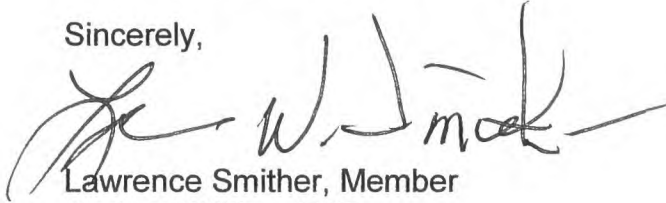
Airview notes that the data request questions seem to focus on sewer backups, and questions 4 and 5 request that Airview describe actions taken to prevent future backup occurrences. While Airview responds on a case-by-case basis as quickly as possible to any backups, the PSC needs to be aware that there is a much larger issue here. Specifically, Airview is a system over 40 years old, and two video surveys of its sewer lines in recent years show the need for substantial repairs and replacements. In fact, Airview has attempted to transfer its system to Hardin County Water Districts No. 1 and 2, and also the City of Elizabethtown, and the most recent video survey, among other issues, discouraged each entity from assuming control of the Airview system. Therefore, costly upgrades which Airview cannot afford are the only long-term solution to this service problem.

In addition, Airview's application indicates the substantial issues Airview faces collecting the revenue owed by its customers, especially since Airview does not have a water utility doing its billing and collecting. In the past, Hardin County Water District No. 2 did billing and collecting for Airview, but has not done so for several years and refuses to reconsider this decision.

Thus, this rate case was filed to address Airview's poor financial condition and its inadequate rates in the only possible way, and these rates have not been increased in many years. Airview hopes the PSC's focus will be to process this case as expeditiously as possible, and that the PSC will clearly recognize the

need for increased rates. In fact, approval of Airview's rate request in a reasonable timeframe is the most important thing the PSC can do to strengthen Airview's financial condition, and an improved financial condition will eventually allow Airview additional funds to better maintain this aging sewer plant under the difficult conditions we face.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Smither". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Lawrence Smither, Member  
Airview Utilities, LLC

Airview C/N 2014-00215 Data Request Responses

Question No. 1: *State the date and substance of any customer complaints received since January 1, 2010.*

**Answer:** See attached Exhibit 1 containing invoices and notes that describe the dates and substances of any such customer complaints.

Witness: Larry Smither

Question No. 2: *Provide a copy of all records related to customer complaints received since January 1, 2010.*

**Answer:** See attached Exhibit 1.

Witness: Larry Smither

Question No. 3: *Describe any service-related problems that have occurred since January 1, 2010.*

**Answer:** See attached Exhibit 1.

Witness: Larry Smither

Question No. 4: *State the dates that any service lines backed up into a customer's basement. (a.) Describe the circumstances that resulted in the service line backup. (b.) Describe steps taken by Airview to remedy the situation. (c.) Describe actions taken to prevent future occurrences of service line backups.*

**Answer:** Most Airview customers are on slab houses that don't have basements. Therefore, the great majority of Airview's backups related to sewage in a bathtub, or slow drainage. See attached Exhibit 1 for details of service issues, and repairs, contained within the invoices. In all cases, Airview did what was necessary to fix the backup problem when it occurred.

Witness: Larry Smither

Question No. 5: *State the dates that any service lines backed up other than into a customer's basement. (a.) Describe the circumstances that resulted in the service line backup. (b.) Describe steps taken by Airview to remedy the situation. (c.) Describe actions taken to prevent future occurrences of service line backups.*

**Answer:** Most of Airview's backups related to sewage in a bathtub, or slow drainage. See attached Exhibit 1 for details of service issues, and repairs, contained within the invoices. In all cases, Airview did what was necessary to fix the backup problem when it occurred

Witness: Larry Smither

Question No. 6: *What days of the week and what hours of the day are your designated representatives available to assist customers and to respond to customer inquiries?*

**Answer:** To assist customers and respond to customer inquiries, Airview has an emergency phone number to respond 24 hours a day, 7 days a week, and 365 days a year. For customer issues that go beyond a normal service call, Larry Smither is available by cell phone full-time on weekdays during normal business hours.

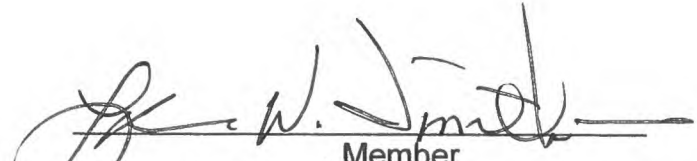
Witness: Larry Smither



COMMONWEALTH OF KENTUCKY )  
 ) SS  
COUNTY OF OLDHAM )

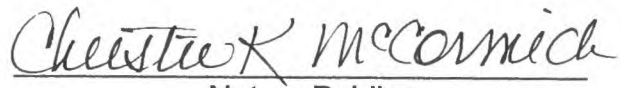
The undersigned, LAWRENCE W. Smith, being duly sworn, deposes and states he is a Member of Airview Utilities, LLC, Applicant, in the above proceedings; that he has read the foregoing responses and has noted the contents thereof; and that the responses are true and accurate to the best of his knowledge, information and belief formed after a reasonable inquiry.

IN TESTIMONY WHEREOF, witness the signature of the undersigned on this 9/29/14.

  
\_\_\_\_\_, Member  
Airview Utilities, LLC

Subscribed and sworn to before me by Lawrence W. Smith, Member of Airview Utilities, LLC, on this 9/29, 2014.

My Commission Expires April 25, 2017

  
\_\_\_\_\_  
Notary Public  
In and for said County and State

**CHRISTIE K. MCCORMICK**  
Notary Public  
State at Large  
Kentucky  
My Commission Expires Apr. 25, 2017

#1208

MURPHYS EXCAVATING  
379 BROOKSVIEW CR.  
BROOKS, KY. 40109  
PHONE-9573775-MOBIL-7733526-FAX-9576185  
3-10-10

---

AIRVIEW UTILITIES  
136 HICKERY HILL  
INVOICE FOR SERVICES

*On start*

- FOR EMERGENCY WORK COMPLETED ON 3-9-10, CUSTOMER WITHOUT SERVICE-----
- CHECK CUSTOMER'S LINE---HAD NO PROBLEMS---LOCATED BLOCKAGE 150' OUT IN 8" MAIN. AUGER 2 LOCATIONS & SERVICE WAS RESTORED.
- 2 MEN & EQUIP.---4HRS.-----\$ 350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*pd 8/16/10  
ch# 1876*

#1202

MURPHYS EXCAVATING  
379 BROOKSVIEW CR.  
BROOKS, KY. 40109  
PHONE-9573775-MOBIL-7733526-FAX-9576185  
2-19-10

---

AIRVIEW UTILITIES

#1 E. AIRVIEW

INVOICE FOR SERVICES

*DB Smith*

- FOR EMERGENCY WORK COMPLETED ON 2-8-10, CUSTOMER WITHOUT SERVICE, PER LARRY SMITHERS.
- AUGER & RESTORED SERVICES..
- PROBLEM WAS AT 2 LOCATIONS IN 8" MAIN, ACROSS THE STREET FROM MR. SMITH.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 8/16/10  
Ch 1876*

#1189

MURPHYS EXCAVATING  
 379 BROOKSVIEW CR.  
 BROOKS, KY. 40109  
 PHONE-9573775-MOBIL-7733526-FAX-9576185  
 1-28-10

---

AIRVIEW UTILITIES

125 HICKERY HILL  
MISS DAY

INVOICE FOR SERVICES

- FOR EMERGENCY WORK COMPLETED 12-9-09, CUSTOMER WITHOUT SERVICE—PER LARRY SMITHERS.
- AUGER FROM CUSTOMER'S LINE TO 8" MAIN--RESTORED SERVICES.
- 2 MEN & EQUIP.-----\$340.00

THREE HUNDRED & FOURTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 8/16/10*  
~~*# 1876*~~

#1281

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

11-19-2010

AIRVIEW UTILITIES

147 AIRVIEW DR.

INVOICE FOR SERVICES

2

- FOR EMERGENCY WORK COMPLETED ON 6-6-10, CUSTOMER WITHOUT SERVICE---PER LARRY SMITHERS.
- AUGER & RESTORE SERVICES, PROBLEM WAS BLOCKAGE IN MAIN---ACROSS THE STREET.--200FT. FROM HOMEOWNER'S LINE.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 11/23/10  
Ch 1930  
350.00*

#1277

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

11-19-2010

AIRVIEW UTILITIES

147 AIRVIEW DR.

INVOICE FOR SERVICES

- FOR EMERGENCY WORK COMPLETED 5-15-10: CUSTOMER WITHOUT SERVICE—PER LARRY SMITHERS.
- AUGER & RESTORE SERVICES----- PROBLEM WAS IN P.S.C., JUST BEFORE IT CROSSED UNDER STREET.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 12/13/10  
 Larry. Please take  
 a look @ these  
 are ones for "electric  
 company ok"*

#1282

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

11-19-2010

AIRVIEW UTILITIES

PINE VALLEY RD.

INVOICE FOR SERVICE

- FOR EMERGENCY WORK COMPLETED 7-1 10: ALL CUSTOMERS WITHOUT SERVICE-PER SHAWN FORD.
- AUGER & RESTORE SERVICES--PROBLEM WAS 100FT. BEFORE LIFT STATION, LARGE MAJOR ROOT, COULD NOT COMPLETELY REMOVE--- NEEDS TO BE REPAIRED A.S.A.P.

- 2 MEN & EQUIP.-5HRS., (LATE AT NIGHT)-----\$400.00

FOUR HUNDRED DOLLARS

*pd 400.00 ch # 1964*  
*2/4/11*  
*- 0 -*

THANK YOU

JOE MURPHY

*2010 A/P*

#1299

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

12-30-2010

AIRVIEW UTILITIES

INVOICE FOR SERVICES

83 TALL OAKS CT.

*Solim Hassan*

- FOR EMERGENCY WORK COMPLETED ON 10-22-2010: CUSTOMER WITHOUT SERVICE, PER SHAWN FORD.
- AUGER, RESTORED SERVICE & CAMERA CHECK.
- THE BLOCKAGE WAS IN 8" MAIN, JUST BELOW HOMEOWNER.
- 2 MEN & EQUIP. -----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*2010 A/P  
Pd 3/8/11  
Ch # 1991*



#1298

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

12-30-2010

AIRVIEW UTILITIES

INVOICE FOR SERVICES

125 HICKERY HILL

*A. Ham*

- FOR EMERGENCY WORK COMPLETED ON 10-13-2010: CUSTOMER WITHOUT SERVICE, PER SHAWN FORD.
- AUGER, RESTORED SERVICE & CAMERA CHECK.
- ROOTS IN P.S.C.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU  
JOE MURPHY

*2010 AP  
Pd 3/8/10  
ch # 1991*

Dec 31 10 11:37a

p. 1

#1300

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

12-31-2010

AIRVIEW UTILITIES

INVOICE FOR SERVICES

95 E. AIRVIEW

*Circle Swartz*

- FOR EMERGENCY SERVICE RUN COMPLETED ON 11-12010, PER SHAWN FORD.
- CHECK CUSTOMER'S LINE, CHECK MAIN—NO PROBLEM WAS FOUND.
- 2 MEN & EQUIP.-----\$200.00

TWO HUNDRED DOLLARS

THANK YOU

JOE MURPHY

*PA 3/28/11  
Ch # 2008*

Dec 31 10 11:37a

p.2

#1301

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

12-31-2010

AIRVIEW UTILITIES

INVOICE FOR SERVICES

39 W. AIRVIEW

*Callum  
Baccus*

- FOR EMERGENCY SERVICE RUN COMPLETED ON 12-9-2010,CUSTOMER WITHOUT SERVICE---- PER LARRY SMITHERS.
- AUGER & RESTORE SERVICES.
- PROBLEM WAS IN 8" MAIN.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU  
JOE MURPHY

*Pd 3/28/11  
Ch # 2000*

#1326

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

2-10-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

39 W. AIRVIEW

*Colleen Baccus*

- FOR EMERGENCY WORK COMPLETED ON 1-12-2011, CUSTOMER WITHOUT SERVICE—PER LARRY SMITHERS.
- AUGER & RESTORE SERVICES---TROUBLE WAS IN 8" MAIN APPROX. 300' FROM RESIDENCE.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 3/28/11  
# 2000*

#1327

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

2-10-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

21 W. AIRVIEW

*Ronnie F 7/29/11*

- FOR EMERGENCY WORK COMPLETED ON 1-15-2011, CUSTOMER WITHOUT SERVICE—PER LARRY SMITHERS.

- AUGER & RESTORE SERVICES---TROUBLE WAS IN 8" MAIN.

- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*PA 4/8/11  
Ch # 2014*

#1328

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

2-10-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

142 AIRVIEW DR. — *Kultachi*

- FOR EMERGENCY WORK COMPLETED ON 1-15-2011, CUSTOMER WITHOUT SERVICE—PER LARRY SMITHERS.
- AUGER & RESTORE SERVICES---TROUBLE WAS IN 8" MAIN.
- WE WERE ALLREADY THERE WORKING.
- 2 MEN & EQUIP.-----\$200.00

TWO HUNDRED DOLLARS

THANK YOU  
JOE MURPHY

*pd 4/8/11  
# 2014*

# 1359

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

5-2-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

94 E. AIRVIEW

- FOR EMERGENCY WORK COMPLETED ON 3-6-2011, CUSTOMER WITHOUT SERVICE—PER LARRY SMITHERS.

- AUGER & RESTORE SERVICES.

- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU  
JOE MURPHY

*Kathy Stone*

- 200.00 6/10/11  
 -----  
 350.00  
 - 350.00 7/8/11  
 -----  
 0.00  
 Ch# 2060  
 Ch# 2071

- 0 -  
 Overpd \$ 200.00

# 1360

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

5-2-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

83 TALL OAKS CT.

*Saim Watkins*

- FOR EMERGENCY WORK COMPLETED ON 3-15-2011, CUSTOMER WITHOUT SERVICE---PER LARRY SMITHERS.
- CHECK MAIN---TROUBLE WAS IN P.S.C.----AUGER & RESTORE SERVICES.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 7/8/11  
CA# 2071*



May 11 11 09:04a

p. 1

# 1361

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

5-2-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

109 HICKERY HILL

*Joe Murphy*

- FOR EMERGENCY WORK COMPLETED ON 4-8-2011, CUSTOMER WITHOUT SERVICE---PER LARRY SMITHERS.
- AUGER & RESTORE SERVICES.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 7/8/11*  
*Ch # 2071*

May 11 11 09:05a

P. 5

#1365

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

5-11-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

11 E. AIRVIEW DR.

*Richards*

- FOR EMERGENCY WORK COMPLETED ON 4-25-2011---CUSTOMER WITHOUT SERVICE----- PER LARRY SMITHERS.
- AUGER & RESTORED SERVICES-----TROUBLE WAS IN P.S.C. & MAIN.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 7/8/11  
Ch # 2071*

#1366

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

5-11-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

136 HICKERY HILL

*Onstott*

- FOR EMERGENCY WORK COMPLETED ON 5-5-2011---CUSTOMER WITHOUT SERVICE.
- AUGER & RESTORED SERVICES-----TROUBLE WAS IN P.S.C. AT MAIN
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*3" clean out  
Trouble is from  
6" to 8"*

*Pd 2/17/12  
Ch 2192*

#1367

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

5-11-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

136 HICKERY HILL

- FOR EMERGENCY WORK COMPLETED ON 5-6-2011---CUSTOMER WITHOUT SERVICE.
- AUGER & RESTORED SERVICES-----TROUBLE WAS IN P.S.C. AND MAIN
- 2 MEN & EQUIP.--AT COST-----\$200.00

TWO HUNDRED DOLLARS

THANK YOU

JOE MURPHY

*Pd 8/14/12  
Ch 2273*

#1368

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

5-11-2011

AIRVIEW UTILITIES

INVOICE FOR SERVICES

136 HICKERY HILL

*Onstott*

- FOR EMERGENCY WORK COMPLETED ON 5-10-2011---CUSTOMER WITHOUT SERVICE.
- AUGER & RESTORED SERVICES-----TROUBLE WAS IN THE MAIN, APPROX. 180 FT. DOWNSTREAM FROM P.S.C.
- 2 MEN & EQUIP.---AT COST-----\$200.00

TWO HUNDRED DOLLARS

*Pd 8/14/12  
CN 2273*

THANK YOU

JOE MURPHY

*Customer calls in  
Still had  
needs  
clean out  
may have*

#1456

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

10-6-2011

PHONE-9573775-MOBIL-7733526-FAX-9576185

AIRVIEW UTILITIES

136 HICKERY HILL & TREATMENT PLANT

INVOICE FOR SERVICES

*Russell  
Amstott*

➤ FOR EMERGENCY WORK COMPLETED--- CUSTOMER WITHOUT SERVICE- 6-20-2011---PER LARRY SMITHERS.

➤ AUGER & RESTORE SERVICE

➤ 2 MEN & EQUIP.-----\$350.00

➤ FOR WORK COMPLETED ON 6-20-2011 AT TREATMENT PLANT.

➤ AUGER OUT ALL LINES AT SEDAMENT TANK, PER: SHAWN FORD

➤ MONTHLY MAINTANCE.

➤ 2 MEN & EQUIP.-----\$150.00

TOTAL OF BOTH JOBS

FIVE HUNDRED DOLLARS

THANK YOU  
JOE MURPHY

*Pd 1/10/13  
Ch 2356  
500.00*

*W*

#1457

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

10-6-2011

PHONE-9573775-MOBIL-7733526-FAX-9576185

AIRVIEW UTILITIES

169 W. AIRVIEW

*Jonathan Martin*

➤ FOR EMERGENCY WORK COMPLETED ON 7-8-2011, CUSTOMER WITHOUT SERVICE—PER LARRY SMITHERS.

➤ AUGER & RESTORE SERVICE.

➤ 2 MEN & EQUIP.-----\$350.00 ✓

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

*Pd 2/14/13  
Ch 2380 ✓  
350.00*

#1385

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY, 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

4-15-2011

*mm*

*NP*

AIRVIEW UTILITIES

145 AIRVIEW DR.

Invoice For Services

*Cesar Lopez*

- FOR EMERGENCY WORK COMPLETED 4-15-2011 CUSTOMER WITHOUT SERVICE--PER LARRY SMITHERS.
- AUGER & RESTORE SERVICES
- PROBLEM WAS IN 8" MAIN.
- 2 MEN & EQUIP.-----\$350.00

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY



#1459

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

10-6-2011

PHONE-9573775-MOBIL-7733526-FAX-9576185

AIRVIEW UTILITIES

#1 E. AIRVIEW & TREATMENT PLANT

INVOICE FOR SERVICES

➤ FOR EMERGENCY WORK COMPLETED AT #1 E. AIRVIEW-----  
ON 9-26-2011, CUSTOMER WITHOUT SERVICE, PER---LARRY  
SMITHERS.

➤ AUGER & RESTORED SERVICES.

➤ 2 MEN & EQUIP.-----\$350.00

➤ FOR WORK COMPLETED AT TREATMENT PLANT ON 9-26-2011----  
PER LARRY SMITHERS.

➤ AUGER ALL LINES AT TOP OF SEDAMENT PLANT---MONTHLY  
MAINTANCE.

➤ 2 MEN & EQUIP.-----\$150.00

TOTAL BOTH JOBS-----\$500.00

FIVE HUNDRED DOLLARS

THANK YOU----JOE MURPHY

*Pat 3/14/14*  
*Ch 2637*

#1539

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

4-7-2012

AIRVIEW UTILITIES

#1 E. AIRVIEW

TREATMENT PLANT

INVOICE FOR SERVICES

*D.B. Smith*

- FOR EMERGENCY WORK COMPLETED ON 3-2-2012, CUSTOMER WITHOUT SERVICE AT #1 E. AIRVIEW—PER LARRY SMITHERS.

- 2 MEN & EQUIP. \_\_\_\_\_ \$350.00

- FOR WORK COMPLETED ON 3-2-2012—AUGER TRANSFER LINE AT TREATMENT PLANT—PER SHAWN FORD.

- 2 MEN & EQUIP. (WERE ALLREADY THERE) \_\_\_\_\_ \$150.00

- TOTAL OF BOTH \_\_\_\_\_ \$500.00 ✓

FIVE HUNDRED DOLLARS

THANK YOU \_\_\_\_\_ JOE MURPHY



- 1315 ✕
- 1316

MURPHYS EXCAVATING  
 379 BROOKSVIEW CR.  
 BROOKS, KY. 40109

*m*

PHONE-502-9573775-MOBIL-502-7753526-FAX-502-9576185

2-13-2012

AIRVIEW UTILITIES

INVOICE FOR SERVICES

21 W. AIRVIEW & 142 AIRVIEW DR.

1315

- FOR EMERGENCY WORK COMPLETED ON 1-15-2011, CUSTOMER WITHOUT SERVICE----- PER LARRY SMITHERS.
- AUGER & RESTORED SERVICES AT 21 W. AIRVIEW.
- 2 MEN & EQUIP.-----\$350.00

*Ronnie 7/19/9*

1316

- FOR EMERGENCY WORK COMPLETED ON 1-15-2011, CUSTOMER WITHOUT SERVICE-----PER LARRY SMITHERS.
- AUGER & RESTORED SERVICES AT 142 AIRVIEW DR.
- 2 MEN & EQUIP.-----\$150.00

*Brenda Kulebacki*

• TOTAL BOTH LOCATIONS:

• 2 MEN & EQUIP-----\$500.00 ✓

FIVE HUNDRED DOLLARS

THANK YOU—JOE MURPHY

#1733

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7738526-FAX-9576185

6-26-2013

AIRVIEW UTILITIES

136 HICKERY HILL

INVOICE FOR SERVICES

*Russell Onstott*

• FOR EMERGENCY WORK COMPLETED ON 2-16-2013, PER SHAWN FORD.

• AUGERED & RESTORED SERVICES--PROBLEM WAS IN P.S.C.

• 2 MEN & EQUIP. ----- \$350.00 ✓

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

#1734

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9576185

6-26-2013

AIRVIEW UTILITIES

140 AIRVIEW DR.

INVOICE FOR SERVICES

*Rella  
Chipp*

- FOR EMERGENCY WORK COMPLETED ON 2-9-2013, CUSTOMER WITHOUT SERVICE— PER LINDA WOOD.

- AUGERED & RESTORED SERVICES—PROBLEM WAS IN 8" MAIN.

• 2 MEN & EQUIP. \_\_\_\_\_ \$350.00 ✓

THREE HUNDRED & FIFTY DOLLARS

THANK YOU

JOE MURPHY

#1779

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9575025

11-22-2013

AIRVIEW UTILITIES

INVOICE FOR SERVICES

45 W. AIRVIEW

*Brooklyn  
Mesterson*

- FOR EMERGENCY WORK COMPLETED ON 10-15-2013 CUSTOMER WITHOUT SERVICE---PER LARRY SMITHERS.
- AUGER & RESTORED SERVICE.
- 2 MEN & EQUIP.-----\$350.00 ✓

THREE HUNDRED FIFTY DOLLARS

THANK YOU---JOE MURPHY

#1809

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9575025

12-10-2013

AIRVIEW UTILITIES

INVOICE FOR SERVICES

45 W. AIRVIEW

*Brooklyn Masterson*

- FOR EMERGENCY WORK COMPLETED ON 10-15-2013—  
CUSTOMER WITHOUT SERVICE—WATER RUNNING OUT OF  
MANHOLE COVER-----PER LARRY SMITHERS
- AUGER 8" MAIN & RESTORED SERVICES.
- 2 MEN & EQUIP.-----\$350.00 ✓

THREE HUNDRED FIFTY DOLLARS

THANK YOU---JOE MURPHY

#1811

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9575025

11-22-2013

AIRVIEW UTILITIES

INVOICE FOR SERVICES

#82—TALL OAKS CT.

*Josh  
Hooten*

- FOR EMERGENCY WORK COMPLETED ON 10-16-2013—  
CUSTOMER WITHOUT SERVICE---PER LARRY SMITHERS.
- AUGER & RESTORED SERVICE.
- 2 MEN & EQUIP.-----\$350.00 ✓

THREE HUNDRED FIFTY DOLLARS

THANK YOU---JOE MURPHY



#1813

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9575025

12-10-2013

AIRVIEW UTILITIES

INVOICE FOR SERVICES

93 E. AIRVIEW

*Jennifer Whitworth*

- FOR EMERGENCY WORK COMPLETED ON 10-26-2013—  
CUSTOMER WITHOUT SERVICE—WATER RUNNING OUT OF  
MANHOLE COVER-----PER LARRY SMITHERS
- AUGER 8" MAIN & RESTORED SERVICES.
- 2 MEN & EQUIP.-----\$350.00 ✓

THREE HUNDRED FIFTY DOLLARS

THANK YOU---JOE MURPHY



#1815

MURPHYS EXCAVATING

379 BROOKSVIEW CR.

BROOKS, KY. 40109

PHONE-9573775-MOBIL-7733526-FAX-9575025

12-10-2013

AIRVIEW UTILITIES

INVOICE FOR SERVICES

45 W. AIRVIEW

*Brooklyn  
Masterson*

- FOR EMERGENCY WORK COMPLETED ON 12-5-2013—CUSTOMER WITHOUT SERVICE---PER LARRY SMITHERS
- AUGER & RESTORED SERVICES.
- 2 MEN & EQUIP.-----\$350.00 ✓

THREE HUNDRED FIFTY DOLLARS

THANK YOU---JOE MURPHY

## Fitts, Michelle

---

Customer Name: Fitts, Michelle

Customer Type:

Main Phone: [REDACTED]

Company Name: Gary R & Mary Swartz

Work Phone:

Billing Address: Michelle Fitts  
27 W Airview  
Elizabethtown, KY 42701

Mobile:

Fax:

Main Email:

CC Email:

Website:

Other 1:

Terms: Net 20

Price Level: 28.45

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Notes:

Gary R & Mary Swartz  
134 Copper Medallion Dr  
Elizabethtown, KY 42701

11/10/2010: Talked to Larry; sent \$135 in mail on 9th; will send \$150-200 next week; sending in \$100 tomorrow.

27 W Airview Drive

11/24/08 Atty letter sent

12/02/2008: Atty letter returned undeliverable

5/7/2014 12:07:50 PM: Rec'd check from Gary Swartz

7/27/2014 10:45:39 AM: Called to check on bill. Said not receiving bills. Her toilet won't flush as well as her neighbors. Is tht because she's been disconnected. Will pay bill on Aug 15:h when she gets her check.

## Airview Utilities

7/5/11 @ 6:21 P.M.

Sewer problem call from Liz Looten – 82 Tall Oaks Court – [REDACTED]

She said that she had been having a sewer problem and called a plumber to come to her house. He ran a snake from the house and after he did his work water really started backing up in the house – tub.

6:24 P.M. – I called Joe Murphy

Joe dispatched Troy to go to the Tall Oak address.

Joe called me at 8:45 P.M. to let me know that Troy was there but was having trouble finding a manhole that should have been close to the Lootens.

9:26 P.M. Joe called me back to let me know that Troy still was not able to find the manhole but was able to run a cable from a neighbors house clean out into the sewer main and cleared the blockage.

9:56 P.M. – Joe called me back to let me know that Troy said there was damage in the house.

7/6/11 @ 9:25 A.M. - I talked to Joe and Troy this morning and I understand from them that the water started pouring in when the plumber took the toilet up. He got a plug to put in the drain under the toilet but by then the sewage had come up into the bathroom and the hall. Troy said that the bathroom and the hall were the only places he saw water damage.

I talked to Mr. Looten this morning and he wants us to do the clean up. I told him he would have to get someone to do the clean up and then he could forward the bill to us which we would then in turn send to the insurance company for their determination.

11:15 A.M. I just spoke with Mr. Looten again and told him that I understood that Davis Restoration is very expensive but he said that they were on the way to his house already. I said again to him what the procedure would be on payment and that I could not guarantee anything.

Pb 2

• **Location:**

2nd Floor of City Hall

• **Address:**

P.O. Box 550  
200 West Dixie Avenue  
Elizabethtown, KY 42701

**From:** Tracy Brown [REDACTED]  
**Sent:** Monday, March 11, 2013 4:57 PM  
**To:** Linda Wood  
**Subject:** RE: RE..164 E. AIRVIEW DR.

AND IF THIS IS NOT A SEWER PROBLEM. WHAT PROBLEM DOES HE SUGGEST IT IS???  
I CONTACTED WHO YOU SAID NEEDED TO BE NOTIFIED

On Mar 11, 2013 4:21 PM, "Linda Wood" <[REDACTED]> wrote:

>  
> Tracy, I've made contact with the owner of Airview Utilities; I've sent him your complaint, picture, and the report from PSC. He has viewed the picture and information. This is not a sewer problem and Airview Utilities is not responsible for the correction. Therefore, your sewer account is due and needs to be paid in full by March 27th or you will be subject to disconnection.

>  
>  
>  
> Lind Wood

>  
>  
>  
> From: Tracy Brown [REDACTED]  
> Sent: Monday, March 11, 2013 2:15 PM  
> To: Linda Wood  
> Subject: RE: RE..164 E. AIRVIEW DR.

>  
>  
> I did make contact and they said they would send some one out to correct the standing water in street and ditch..I informed them that bill is being disputed until this matter is resolved! That area never dries and I will not pay to get West Nile Virus..Thanks for you're help, Sincerely...Tracy VanMeter

>  
> On Mar 11, 2013 1:17 PM, "Linda Wood" <[REDACTED]> wrote:

>  
> Tracy, Did you contact KY Public Service Commission? Did they tell you who is responsible for this drainage problem?

>

Pg 3

>  
>  
> Linda Wood  
>  
>  
>  
> From: Tracy Brown [REDACTED]  
> Sent: Monday, March 11, 2013 12:33 PM  
> To: [REDACTED]  
> Subject: RE..164 E. AIRVIEW DR.  
>  
>  
>  
> Linda, also with this amount of standing water..Its going to cause a serious bug problem come spring and summer. WILL HAVE TO CONTACT HEALTH DEPARTMENT

PG #1

**Linda Wood**

---

**From:** Smith, Virginia L (PSC) [vlsmith@ky.gov]  
**Sent:** Wednesday, April 24, 2013 4:39 PM  
**To:** Linda Wood  
**Subject:** RE: RE..164 E. AIRVIEW DR.

Linda,  
Thank you so very much for all this information.

Have a good evening.

Ginny

---

**From:** Linda Wood [REDACTED]  
**Sent:** Wednesday, April 24, 2013 4:20 PM  
**To:** Smith, Virginia L (PSC)  
**Subject:** FW: RE..164 E. AIRVIEW DR.

Jenny, This is the email wherein I gave Tracy the information of where she could receive help with her situation. This is the last I have heard from her. She has yet to pay her account.

Linda Wood

---

**From:** Linda Wood [REDACTED]  
**Sent:** Monday, March 18, 2013 10:27 AM  
**To:** 'Tracy Brown'  
**Subject:** RE: RE..164 E. AIRVIEW DR.

Tracy, The problem you are having is due to stormwater drainage. I have contacted the City of Elizabethtown to confirm that this is a problem they need to look into. However, you need to call them to explain your situation and to get their help. I talked to Becky.

- **Contact:**

**City of Elizabethtown**

**Stormwater Department**

Robert Bush, P.E. Director of Stormwater Management  
Rebecca Heitz, Administrative Assistant

- **Phone:**

[REDACTED]

- **Hours:**

Mon-Thurs, 8am-5pm; Friday, 8am-4:30pm

## Julian, R

---

Customer Name: Julian, R

Customer Type: Rental

Company Name: Clinkenbeard Ex. Group (Mgmt Co)

Billing Address: Raymond Julian  
17 Walnut Way  
Elizabethtown, KY 42701

Main Phone: [REDACTED]

Alt. Phone: [REDACTED]

Mobile:

Fax:

Main Email: [REDACTED]

CC Email: 454 [REDACTED]

Website: Clinkenbeard Ex. Group (Mgmt Co)

Other 1: [REDACTED] errie/ Mgmt Co

Terms: Net 20

Price Level: 28.45

---

Notes:

04/29/2013: Moved in May 1, 2013.

Alan B Brown, Jr, owner  
102 Clover Drive  
Vine Grove, KY 40175  
[REDACTED]

Management company: Remax of Elizabethtown

7/28/2014 3:50:03 PM: Received a call from Mrs. Julian to pay her bill which she did. She said when ever it rains & they flush the commode, it gurgles in the sink. However, this last time it backed up into their tub.

She also said there are 3 clean outs around her house and the one between her house & the house on E Airview Drive has toilet tissue, etc. around it.

She also said there was a lady circulating a petition because everyone's sewer is backing up and that the charge was going up to \$42 next month.

9/15/2014 6:58:35 PM: Ms. Julian called again; same problem with gurgling in toilet or sink with sewage coming up in bathtub. Called Larry; he called Shawn who will be down there within the hour to check it out.

Called Ms. Julian back to tell her Shawn was coming down and he would either check with her or report t...



## Masterson, B

---

Customer Name: Masterson, B

Customer Type: Residential

Company Name:

Billing Address: Brooklyn Masterson  
45 W Airview Dr  
Elizabethtown, KY 42701

Main Phone: [REDACTED]

Work Phone:

Mobile:

Fax:

Main Email: [REDACTED]

CC Email: [REDACTED]

Website:

Other 1:

Terms: Net 20

Price Level: 28.45

---

### Notes:

Check rec'd from Brooklyn Masterson 1-12-11

Tara Birkla formerly owned and then Bank took it over.

10/15/2013 : Rec'd message on answering machine of an emergency sewer problem. Larry had already received info and dealt with situation.

11/27/2013 11:00:23 AM: Larry advised: Ms Masterson's father cleaned up under house from back up. Larry agreed to reimburse him \$600 for materials to be paid \$200 / month.

3/25/14 94 E Aview  
Kathy Stone - daughter of deceased owner

Back up in bathroom

Suppose to fly out to home (AZ) today

Sharon went to investigate - found it to be  
her problem - clean out as under house  
& someone drilled a hole in top & put  
a plastic hose in it so it would overflow  
under the house.

Told her repairs would be at her expense.

Called Joe Murphy & he to go down &  
make repairs.

**Complaint****Airview Estates****5/23/14**

Kendra Julian

**17 Walnut Way**PH [REDACTED]  
[REDACTED]

Last week rain event – drain gurgled when commode flushed. They put main line cleaner in clean out and that seem to stop it. This week after rain event, happened again. Need someone to check it out.

Joe Murphy called them and left messages on both phones on Friday evening. Called them on Sat am and they said everything was fine. He explained if in their line, they would pay. They felt it was ok.