

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

Case No. 2016-00154

In the matter of:

RONALD D. MCGINNIS
(Your Full Name)

COMPLAINANT

VS.

NORTH MERCER Water District
(Name of Utility)

DEFENDANT

RECEIVED

APR 07 2016

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of RONALD D. MCGINNIS respectfully shows:
(Your Full Name)

(a) RONALD D. MCGINNIS
(Your Full Name)

P.O. Box 538 - Harrodsburg Ky. 40330
(Your Address)

None
(Your Email Address)

(b) NORTH MERCER Water Dist.
(Name of Utility)

P.O. Box 179

108 Main St Salvise, Ky. 40372
(Address of Utility)

(c) That: Farm house on 244 Cap Bottom Lane Harrodsburg, Ky. 40330
(Describe here, attaching additional sheets if necessary,

on May 21, 2015 I requested service be shut off (in my name)
the specific act, fully and clearly, or facts that are the reason

on June 03, 2015 I again called them because service (water)
and basis for the complaint.)

was visibly on (out faucet); was told by Tammy^A or Bobbi^A

Continued on Next Page

Formal Complaint

Ronald D McGinnis vs. North Mercer Water District

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Meter was off + locked, but renter (Kristen Young) + (David Jones) may have broken lock + were using service. No further communication until early March 2016 when the next renter requested service + is being denied until \$250.17 + \$702.00 New deposit + re-connect fee is paid. (see enclosed phone call list)

Wherefore, complainant asks I was disabled, live alone + (Specifically state the relief desired.)

was unable to visibly see or check in a 3-foot hole the meter status (Nov. 20²⁰¹⁵ had hip replacement + am 90% healed.) I was told field personnel physically checked all meters every 6 mos. (would've been late Nov. or Dec. 2015, not March 2016. I pd. final bill (15 days) as shown

Dated at Harrodsburg, Kentucky, this 17th day 2015
(Your City) \$ = 17.09

of April, 2016
(Month)

Ronald D McGinnis
(Your Signature*)

N/A
(Name and address of attorney, if any)

April 07, 2016
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Off 244 Cap Bottom Lane

2 calls
Closed on Monday
Later called
for sheet off

Event Timestamp	Call Code	Called Address	Called Place	Called State	Billed Amount	Billed Units	Unit Type	dlc	Codes	Status	Ad
5/15/2015 2:49 PM	WD		HARRODSBG	KY	\$0.00	16.0	min	0000	P		
5/16/2015 2:27 AM	MW		HARRODSBG	KY	\$0.00	1.0	min	0000	M		
5/16/2015 3:42 PM	WW		HARRODSBG	KY	\$0.00	30.0	min	0000	N		
5/16/2015 4:13 PM	WW		HARRODSBG	KY	\$0.00	17.0	min	0000	N		
5/18/2015 1:20 PM	WD		TOLL FREE		\$0.00	5.0	min	0000	P		
5/18/2015 1:27 PM	WD		SALVISA KY	KY	\$0.00	1.0	min	0000	P		
5/18/2015 4:01 PM	WD		HARRODSBG	KY	\$0.00	6.0	min	0000	P		
5/19/2015 12:18 PM	WD		HARRODSBG	KY	\$0.00	1.0	min	0000	P		
5/19/2015 4:35 PM	WD		HARRODSBG	KY	\$0.00	3.0	min	0000	P		
5/21/2015 12:56 PM	WD		HARRODSBG	KY	\$0.00	1.0	min	0000	P		
5/21/2015 3:27 PM	WD		TOLL FREE		\$0.00	4.0	min	0000	P		
5/21/2015 4:02 PM	WD		SALVISA KY	KY	\$0.00	2.0	min	0000	P		
5/23/2015 4:46 AM	MW		HARRODSBG	KY	\$0.00	2.0	min	0000	M		
5/23/2015 3:39 PM	WW		HARRODSBG	KY	\$0.00	35.0	min	0000	N		
5/24/2015 3:44 PM	WW		HARRODSBG	KY	\$0.00	2.0	min	0000	N		
5/24/2015 4:19 PM	WW		HARRODSBG	KY	\$0.00	25.0	min	0000	N		
5/24/2015 7:27 PM	WW		HARRODSBG	KY	\$0.00	2.0	min	0000	N		
5/25/2015 5:16 PM	WD		HARRODSBG	KY	\$0.00	1.0	min	0000	P		

Blumgrasses Electric
NO. Mercer Water

NORTH MERCER WATER DISTRICT MERCER CO. PH: 859/865-2282
 108 MAIN ST. ANDERSON, BOYLE & WASHINGTON COUNTIES
 P. O. BOX 79 CALL COLLECT 859/865-2188
 SALVISA, KY 40372 RATES AVAILABLE UPON REQUEST

ACCOUNT [REDACTED] 05/13/15 TO 05/27/15

SERVICE AT 244 Cap Bottom Lane (15 day Bill)

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WAF	41790	40920	870	16.59
LT	Mercer School Tax			0.50

***GO TO OUR WEBSITE TO VIEW**
 ****OUR WATER QUALITY REPORT**
 *****OR TO PAY YOUR BILL*****
 WWW.NORTHMERCERWATER.ORG

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	18.75	07/10/15	17.09

A 10% PENALTY ADDED ON 15TH OF MONTH. ALL DELINQUENT ACCOUNTS ARE SUBJECT TO DISCONNECTION ANYTIME AFTER THE 20TH OF EACH MONTH. RECONNECTION FEE \$50.00

NORTH MERCER WATER DISTRICT MERCER CO. PH: 859/865-2282
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 SALVISA, KY 40372 RATES AVAILABLE UPON REQUEST

ACCOUNT [REDACTED] 05/27/15 TO 03/11/16

SERVICE AT 244 Cap Bottom Lane #4764

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
BF	Balance Forward			111.74
WAF	62290	41790	20500	134.40
LT	Mercer School Tax			4.03

NON-PAYMENT CUT OFF 4/27/2016

CHECK OUT OUR WEBSITE
 www.northmercerwater.org

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	263.61	04/10/16	250.17

A 10% PENALTY ADDED AFTER THE 15TH OF MONTH. ALL DELINQUENT ACCOUNTS ARE SUBJECT TO DISCONNECTION ANYTIME AFTER THE 20TH OF EACH MONTH. RECONNECTION FEE \$50.00

FORWARDING & ADDRESS CORRECTION REQUESTED

PLEASE SEND ENTIRE BILL TO OFFICE OR MAIL TO US WITH PAYMENT

ACCOUNT	DUE DATE
[REDACTED]	04/10/16

PLEASE RETURN THIS STUB WITH PAYMENT

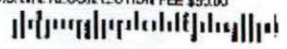
****AUTO 5-D**
 RON MCGINNIS
 PO BOX 538
 HARRODSBURG KY

40330-0538

T-1

PRESTOR
 FIRST-CLASS
 U.S. POSTAGE
 SALVISA, KY
 PERMIT #1

Printed By:



returned calls to Both utilities - why was water & Electric Not off → water 7:00 - 7:15 per Tammy or Bobbi
 → ~~Bank~~ Renter - Krister Young had pd. Electric Deposit

Usage Viewer Listing

Billing Period: July 2015 Cycle 1

Report Created On: 3/31/2016 3:08:38 PM

Event	Timestamp	Call Code	Called Address	Called Place	Called State	Billed Amount	Billed Units	Unit Type	Clc	Code	Status	Adj
	6/2/2015 10:22 PM	WN	[REDACTED]	NO SUMTER	SC	\$0.00	1.0	min	0000	N		
	6/3/2015 3:53 PM	WD	[REDACTED]	TOLL FREE	Bluegrass Electric	\$0.00	6.0	min	0000	P		
	6/3/2015 4:06 PM	WD	[REDACTED]	SALVISA	KY No. Names H ₂ O	\$0.00	4.0	min	0000	P		
	6/4/2015 4:58 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	P		
	6/4/2015 4:59 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	P		
	6/4/2015 5:00 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	P		
	6/4/2015 6:42 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	6.0	min	0000	P		
	6/4/2015 10:02 PM	WN	[REDACTED]	CHATTNOOGA	TN	\$0.00	1.0	min	0000	N		
	6/4/2015 10:03 PM	WN	[REDACTED]	CHATTNOOGA	TN	\$0.00	2.0	min	0000	N		
	6/6/2015 2:09 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	N		
	6/9/2015 2:22 PM	WD	[REDACTED]	DANVILLE	KY	\$0.00	3.0	min	0000	P		
	6/9/2015 3:06 PM	MD	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	M		
	6/9/2015 3:07 PM	WD	[REDACTED]	DANVILLE	KY	\$0.00	7.0	min	0000	P		
	6/9/2015 3:27 PM	WD	[REDACTED]	FRANKFORT	KY	\$0.00	4.0	min	0000	P		
	6/9/2015 3:31 PM	WD	[REDACTED]	FRANKFORT	KY	\$0.00	5.0	min	0000	P		
	6/10/2015 1:32 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	18.0	min	0000	P		
	6/10/2015 3:35 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	19.0	min	0000	P		
	6/10/2015 7:29 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	40.0	min	0000	NP		
	6/11/2015 12:48 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	4.0	min	0000	P		
	6/12/2015 5:19 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	P		
	6/12/2015 9:26 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	10.0	min	0000	N		
	6/13/2015 12:35 PM	MW	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	M		
	6/13/2015 2:26 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	8.0	min	0000	N		
	6/13/2015 10:44 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	3.0	min	0000	N		
	6/14/2015 9:05 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	6.0	min	0000	N		
	6/15/2015 1:12 AM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	47.0	min	0000	N		
	6/15/2015 2:02 AM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	45.0	min	0000	N		
	6/15/2015 12:05 PM	MD	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	M		