

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RANDAL E. NIELSEN)	
)	
COMPLAINANT)	CASE NO.
)	2019-00295
EAST LOGAN WATER DISTRICT, INC.)	
)	
DEFENDANT)	

ORDER

This matter arises on a complaint filed with the Commission on August 21, 2019, by Randal E. Nielsen (Mr. Nielsen) against East Logan Water District (East Logan District). On October 11, 2019, East Logan District filed a response to the complaint and a motion to dismiss the complaint as satisfied.¹ Commission staff (Staff) subsequently issued a Request for Information to Mr. Nielsen on November 26, 2019, asking Mr. Nielsen to confirm that the low-water pressure issue at 4756 Morgantown Road, Russellville, Kentucky, had been corrected.

On December 11, 2019, the Commission received a response to Staff's request. In his response Mr. Nielsen confirmed that the low-water pressure issue had been resolved. However, Mr. Nielsen's response also included comments concerning an interruption in water service he believed to be caused by a break in the water line.

¹ By Order dated October 3, 2019, the Commission rejected East Logan District's September 16, 2019 response because it was not filed by counsel. East Logan District cured the deficiency and the response was deemed filed on October 11, 2019.

Mr. Nielsen further asked the Commission to be “watchful” of the number of line-breaks, the number of customers impacted, and the time taken to repair line-breaks.

Having reviewed the evidence of record and being otherwise sufficiently advised, the Commission finds that East Logan District has satisfied the matters complained of in Mr. Nielsen’s August 21, 2019 complaint and that this case should be dismissed with prejudice as satisfied. Should Mr. Nielsen have any future service issues relating to line breaks, he should notify the Commission’s Consumer Services Branch of any specific complaint he may have regarding line-breaks in East Logan District’s system.

IT IS THEREFORE ORDERED that this case is dismissed with prejudice as satisfied and is removed from the Commission’s docket.

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By the Commission

ENTERED
JAN 06 2020
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

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Russellville, KENTUCKY 42276

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