

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION INTO THE SERVICE OF) CASE NO.
WESTERN ROCKCASTLE WATER ASSOCIATION) 90-084

O R D E R

This matter arises out of a complaint by Tammy Thomas and Judy Wilson that they are not receiving adequate water service from Western Rockcastle Water Association ("Western Rockcastle"), and it appearing to this Commission as follows:

Western Rockcastle is a water utility serving customers in Rockcastle County. On September 8, 1989, a utility investigator for the Commission investigated complaints made by Tammy Thomas and Judy Wilson of inadequate service to their places of residence. The investigation included placing a pressure recorder at their respective meters for one week. Readings from the pressure graphs produced by the pressure recorder indicated that pressure at the Wilson residence averaged 12 psig and pressure at the Thomas residence averaged between 25 and 30 psig. From these readings, the investigator concluded that Western Rockcastle was in violation of the minimum pressure requirements of 807 KAR 5:066, Section 6(1), which requires water utilities to maintain a pressure of not less than 30 psig. In a written report issued October 19, 1989, the investigator recommended that Western Rockcastle develop a program to correct the violation and to

submit the program to the Commission within 30 days of the investigative report.

Western Rockcastle agrees that the pressure at the Thomas and Wilson residences is below the pressure required by Commission regulations. To correct the problem, Western Rockcastle proposes to install, at its own expense, a hydropneumatic system consisting of a small tank and pump in each customer's service line. The systems would be located between each customer's meter and residence as close to their residences as possible and would cost approximately \$500 to \$1,000 each to install. Western Rockcastle has a verbal agreement to install such a system at the Thomas residence, but has no such agreement with respect to the Wilson residence. Failure to reach an agreement at the Wilson residence is due in part to the fact that the property is not owned by Judy Wilson and she may not be able to authorize the construction.

This Commission being otherwise sufficiently advised,

IT IS ORDERED that:

1. Western Rockcastle shall, within 20 days from the date of this Order, submit to the owners of the properties upon which Ms. Thomas and Ms. Wilson reside, for their approval and execution, an agreement permitting Western Rockcastle to install hydropneumatic systems in their service lines, which are capable of increasing the water pressure to their respective residences to not less than the minimum pressure required by this Commission's regulations.

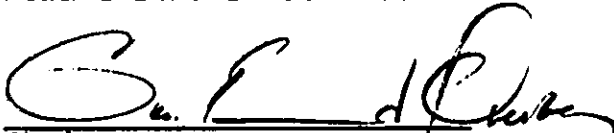
2. Western Rockcastle shall, within 60 days from the date of this Order, furnish copies of the executed agreements, or

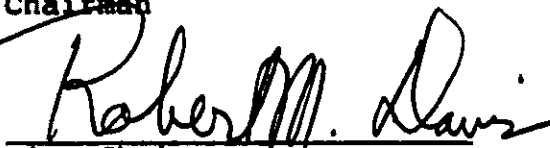
advise the Commission that no such agreement has been executed and give the reasons therefor.

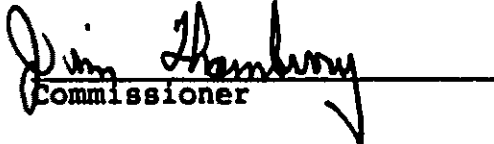
3. If Western Rockcastle is unable to reach an agreement with the property owners, or either of them, this matter shall be rescheduled for hearing.

Done at Frankfort, Kentucky, this 3rd day of April, 1991.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director