85

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Marilyn L. Chase
(Your Full Name)
COMPLAINANT

VS.

Henry County Water Dis. #2
(Name of Utility)
DEFENDANT

2003-00031

RECEIVED
JAN 24 2003
PUBLIC SERVICE COMMISSION

COMPLAINT

The complaint of Marilyn L. Chase respectfully shows:
(Your Full Name)

(a) Marilyn L. Chase
(Your Full Name)
481 Boyer Lane, Campbellsburg
(Your Address)

(b) Henry Co Water District #2
(Name of Utility)
PO Box 219, Campbellsburg
(Address of Utility)

(c) That: _____
(Describe here, attaching additional sheets if necessary,

_____
the specific act, fully and clearly, or facts that are the reason

_____
and basis for the complaint.)

_____

_____

Continued on Next Page

The Henry County Water District #2 was grossly derelict in their duty to make every attempt to correct or answer problems with billing or water overuse when they are first questioned. Instead they assume it is the customers fault and give no information or help.

① First and foremost: Why did the Water District NOT give me all the instructions, tests, etc. or offer to test the meter the first month I complained in July? Instead I got bits and pieces for FIVE months. They said, "We will send someone out" and "We will keep an eye on things." These statements led me to trust that they were going to correct the problem, when in fact, they did NOTHING. Next month try a toilet die test and three months later try an overnight test when all the while the bill mounts up. Why should they care? They figure I will be forced to pay for all this water I did not use. They just told me "It almost always the customers have a leak they don't know about."

② I have no way of knowing that the meter tested accurately. Does anyone know if a meter can slip when pressure builds up behind it? The test may not measure for this. Meters can be put back to zero so why can't someone who knows how to repair them, go about adding to peoples meters, changing the numbers? It is clear to me that something

is wrong with the meter.

③ There is no assurance that the meter reader recorded the numbers accurately.

④ I ~~have~~ need to know that other people in this district had outrageous usage like mine or not. Do I have to go to the TV trouble shooter?

Water bills for the months of June, July, August and September were so far beyond normal that each month's was almost TWICE what I would use in an entire year as you can see by the attached record.

When the first outrageous bill arrived with almost 10,000 gallons useage for the month of June, I immediately went to the office. I was led to believe they would solve the problem when they said, "We will send someone out to keep an eye on it." I never once saw anybody.

The next month the usage was even higher! Now almost 12,000 gallons even though I have almost stopped using water. The office gives me some yellow die to put in the toilet and tells me that is most likely the problem. I did the dye test twice; not a drop of a leak. They send someone out — he leaves a note with more dye strips in my door. I'm still telling them something's wrong with the meter or the reader.

The bill for August comes and the usage is still way out of bounds. Now I go to the office really upset and only now do they suggest checking the meter. A man is sent to my house with a gallon jug to show me the meter is measuring properly. He watches the meter for about 30 minutes and calls the office to ~~that~~ tell them, "There is NO leak." Only now do they suggest checking the meter. He says they'll make a decision and it will show on the bill.

So at the end of September a new meter is put in. I'm suppose to think the problem is solved. I looked at the new meter a few days after it was installed. The new meter already reads 2,050. I CAN'T use that much in less than a week! I assume it must not have been on "0" when it was installed. After all, the office had told me it is impossible to change the numbers. The usage for the next few weeks was normal. I never changed anything. I never had a plumber out. I never found, had or repaired any leaks. There was NO LEAK!

When I received my bill at the beginning of November I was shocked to see that no correction had been made. I stormed into the office and demanded to talk to the person in charge.

I talked to Mr Heilman. He showed me how the meter worked and how to read it... so I knew I was reading it accurately all along. He also suggested I do an over night test to read the meter before and after a period of 6 to 8 hours of non use. Why wasn't this done the FIRST MONTH instead of the fifth month? How thoughtless and lackadaisical can a utility get? They still think it's my problem and this attitude stinks. I did his test. There was still NO LEAK. The needle on the meter never moved when the water was shut off; not in 30 minutes not in 8 hours.

I demanded a new meter because the second meter had already added over 2,000 I did not use. I checked the third meter the day it was put in. It did read "0". I have checked it as often as three times a day to make sure it did not slip. Everything seems to be fine for now. It's a shame that of all the problems in this world I sit on pins and needles loosing sleep over a water meter!

Two Facts Remain:

① It is impossible for me to use 10,800 gallons of water in one month (2 years worth of water)! Come test my water pressure PLEASE! I did it for the water company man. The maximum usage for any of my faucets on full is 1 gallon per 45 seconds. That means I would have to leave the water run 24 hours per day for over six days. Can someone steal the water as suggested? NO, NO, A THOUSAND TIMES NO! They would have to run the water for almost 5 hours per day ~~for~~ everyday — for the entire 30 day month. Plus get into my fenced yard where my large dogs are as you can see in the attached picture. They would also never know when I was home. My schedule was different every day and I keep my car in the garage.

Also I do not have a washing machine, or dishwasher or any other water user. After the first large

bill of June I limited my water use to 2 showers per week (40 gal ea) and hand watering gardens 2 hours per week (total of 160 gal) Toilet got flushed a maximum of 4 times per day (2 gal ea). It's pathetic someone has to live like this and still have water bills saying I used 11,800 gallons!

(2) I am forced to pay for 2 to 3 times more water then I use under the current "rules". So I have paid for the use of 2 or 3 times as much water as I have used for 15 months out of the 20 months I have lived here. Someone should realize I have already paid them for the extra mysterious meter readings in the other 15 months. The water company hasn't lost a dime! The cost of the water that kills the fish in my fish tank each fall, is way too high. Why Aren't low usage people like me put on a quartly or a biannual billing so we can stop paying for water we don't use <u>all</u> the time? Let us be responsible for checking our meters for problems <u>after</u> we are taught how.

RUN DATE: 01/21/03 16:39
TERMINAL: 2

HENRY COUNTY WATER DISTRICT #2
ACCOUNTS HISTORY LISTING FOR 2002

ACCOUNT	CUSTOMER'S NAME	SERVICE ADDRESS	CITY	ZIP CODE	OWNER	CERT #	SS/FED ID	SERVICES
B4-0045-01	MARILYN CHASE	481 BOYER LN	CAMPBELLSBURG	40011	OWNER	18490	535506633	W

rt	date	abrv	credits	charges	f/c	stx	tax-1	tax-2	tax-3	tax-4	tax-5	e/f	l/c	totals
WA	01/11	PAY		-16.00	-.48									-16.48
WA	01/29	BIL		16.00		.48								16.48
WA	01/30	DIR		-.75	-.02									-.77
WA	02/06	PAY		-15.25	-.46									-15.71
WA	02/26	BIL		16.00		.48								16.48
WA	03/11	PAY		-16.00	-.48									-16.48
WA	03/30	BIL		16.00		.48								16.48
WA	04/12	BIL											1.60	1.60
WA	04/16	PAY		-16.00	-.48								-1.60	-18.08
WA	04/26	BIL		16.00		.48								16.48
WA	05/11	PAY		-16.00	-.48									-16.48
WA	05/30	BIL		16.00		.48								16.48
WA	06/11	PAY		-16.00	-.48									-16.48
WA	06/28	BIL		16.00		.48								16.48
WA	07/09	PAY		-16.00	-.48									-16.48
WA	07/30	BIL		60.17		1.81								61.98
WA	08/13	BIL											6.02	6.02
WA	08/29	BIL		70.32		2.11								72.43
WA	09/13	BIL											7.03	7.03
WA	09/26	BIL		50.35		1.51								51.86
WA	10/07	PAY		-60.17	-1.81								-2.02	-64.00
WA	10/15	BIL											5.04	5.04
WA	10/30	BIL		20.31		.61								20.92
WA	11/12	BIL											2.03	2.03
WA	11/20	PAY		-16.00										-16.00
WA	11/27	BIL		16.00		.48								16.48
WA	12/12	BIL											1.60	1.60
WA	12/19	PAY		-16.00										-16.00
WA	12/27	BIL		16.00		.48								16.48

rt	date	abrv	acc	mmn	check	rmf	bd	a/r-bal	cst mc	r-dte	reading	factor	usage	dsc-use	bil-use	adj-use	net-use
WA	01/11	PAY	R	2													
WA	01/29	BIL	R	2		1	31	.00		01/03	2134.1		5.3		5.3		5.3
WA	01/30	DIR	R	2													
WA	02/06	PAY	R	2													
WA	02/26	BIL	R	2		1	31	.00		02/04	2141.4		7.3		7.3		7.3
WA	03/11	PAY	R	2													
WA	03/30	BIL	R	2		1	28	.00		03/05	2145.1		3.7		3.7		3.7
WA	04/12	BIL	R	2													
WA	04/16	PAY	R	2													
WA	04/26	BIL	R	2		1	31	.00		04/03	2148.9		3.8		3.8		3.8
WA	05/11	PAY	R	2													
WA	05/30	BIL	R	2		1	30	.00		05/08	2152.3		3.4		3.4		3.4
WA	06/11	PAY	R	2													
WA	06/28	BIL	R	2		1	31	.00		06/05	2159.2		6.9		6.9		6.9
WA	07/09	PAY	R	2													
WA	07/30	BIL	R	2		1	31	.00		07/08	2255.0		95.8		95.8		95.8
WA	08/13	BIL	R	2													
WA	08/29	BIL	R	2		1	30	68.00		08/06	2373.7		118.7		118.7		118.7

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rt	date	abrv	acc	mon	check	rmf	bd	a/r-bal	est	mc	r-dte	reading	factor	usage	dsc-use	bil-use	adj-use	net-use
WA	09/13	BIL	R	2														
WA	09/26	BIL	R	2		1	31	147.46		1	09/06	.0		77.1		77.1		77.1
WA	10/07	PAY	R	2														
WA	10/15	BIL	R	2														
WA	10/30	BIL	R	2		1	30	140.36			10/04	22.5		22.5		22.5		22.5
WA	11/12	BIL	R	2														
WA	11/20	PAY	R	2														
WA	11/27	BIL	R	2		1	31	147.31			11/06	29.0		6.5		6.5		6.5
WA	12/12	BIL	R	2														
WA	12/19	PAY	R	2														
WA	12/27	BIL	R	2		1	30	149.39			12/09	2.4		2.3		2.3		2.3

Formal Complaint

Marilyn L Chase vs. Henry Co Water #2

Wherefore, complainant asks Credit on the
(Specifically state the relief desired.)
account in the amount of $163.31

Dated at Campbellsburg Kentucky, this 12 day
(Your City)

of January, ~~19~~ 2003.
(Month)

Marilyn L. Chase
(Your Signature)

(Name and address of attorney, if any)