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November 11, 2010

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PUBLIC SERVICE
COMMISSION

Dear Mr. DeHouen,

I am writing this letter to ask that the Public Service Commission refuse the request of the Hillridge Sewage Facility to raise rates 81%.

This facility is simply a cash-cow for the Ridge family; the Hillridge facility does little or nothing to maintain & update the sewage lines.

For example: After numerous sewage backups in our basement, our plumber ascertained the sewage came from our neighbor's house and the blockage was close to the street. Our phone calls were ignored until I threatened to call the health dept. I was 6 months pregnant at the time. Even then, it took quite sometime for Hillridge to take action.

The plumber explained the sewage lines were old. The terra cotta pipes are easily broken by roots. He said MSD had already changed their old pipes. Eventually the Hillridge facility paid to fix the problem, but would not respond to requests to pay the landscaping bill on the neighbors lawn or my plumbers bills. We paid them.

Other neighbors told us we were lucky to get any action. They said they had similar problems but Hillridge refused any responsibility.

If you refuse this rate increase, possibly the Hillridge Facility would be sold to MSD and the residents would get proper service.

Mr. Ridge has held this community hostage-- he has no accountability and we can't complain to anyone. Please help us.

Sincerely,

Mary Heiniger
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