

From: Melnykovych, Andrew (PSC)
To: [REDACTED]
Subject: your comments in Case Number 2010-00426 - Hillridge Facilities
Date: Monday, May 16, 2011 1:11:00 PM

Dear Ms. Faulkenberg:

Thank you for your comments regarding the sewer rate adjustment proposed for Hillridge Facilities in Jefferson County, case number 2010-00426. Your comments will be placed into the case record for the Commission's consideration as it deliberates in this matter.

Thank you again for your interest.

Andrew Melnykovych
Director of Communications
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601
502-564-3940 x 208
502 330-5981 (cell)

From: PSC - Public Information Officer
Sent: Friday, May 13, 2011 11:55 PM
To: Melnykovych, Andrew (PSC)
Subject: FW: PSC Case No. 2010-00426

From: CATHY FAULKENBURG[SMTP: [REDACTED]]
Sent: Friday, May 13, 2011 11:54:40 PM
To: PSC - Public Information Officer
Cc: angela.webster@louisvilleky.gov
Subject: PSC Case No. 2010-00426
Auto forwarded by a Rule

To Whom It May Concern:

I am writing to voice my concern regarding the proposed rate increase in the above noted case. I have been a Hillridge resident for 18 years and have

been at the mercy of the owners of this privately owned sewage facility the entire time. Several years ago I had sewer issues. In dealing with Mrs. Ridge, I

encountered a rude, unpleasant, and unhelpful individual. What I needed was a camera dropped into the sewer line to diagnose the problem. However,

she offered to send a gentleman to my home to snake the line (at my cost and I had already paid a plumbing company **numerous** times to

snake that line.) For what I have paid these individuals over the last 18 years, I expected better customer service and the appropriate assistance with my

issue.

I attended the Public Service Commission hearing in March of this year, and quite frankly, am amazed that Mrs. Ridge is fighting so diligently to hang on

to a company that she described as a "money loser." While I am happy they have now dropped their request for the surcharge, I am amazed and galled

the Ridge's are **still** seeking a rate increase. Many of us that night asked the commission to conduct a full review of the Hillridge bookkeeping

practices and finances before approving a rate increase. It is my hope they complete that prior to approving an increase in any amount.

Should another public hearing be held to discuss this matter, it is my hope that a larger facility will be reserved. Many of us stood in the back due to the

lack of chairs and space. It was clear by the number of attendees at the March hearing this is a highly sensitive topic for the affected residents. If you have

questions, I may be contacted at this email address or 

Sincerely,
Cathy Faulkenberg