

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION INTO THE CONDITION AND )  
QUALITY OF SERVICE OF HILLRIDGE ) CASE NO. 2011-00371  
FACILITIES, INC. )

ORDER

Hillridge Facilities, Inc. (“Hillridge”) is a Kentucky corporation that owns and operates sewage collection and treatment facilities that serve approximately 720 customers in the Hillridge, Hillridge East, Kirby Lane, Watterson Trail, and Bristol Oak Subdivisions of Jefferson County, Kentucky.<sup>1</sup> It is a utility subject to Commission jurisdiction.<sup>2</sup>

KRS 278.030(1) provides that “[e]very utility shall furnish adequate, efficient and reasonable service.”

KRS 278.260(1) provides that the Commission, on its own motion, may investigate “any regulation, measurement, practice or act affecting or related to the service of . . . [a] utility” or any allegation that the service of a utility is “unreasonable, unsafe, insufficient or unjustly discriminatory, or . . . inadequate.”

In the course of reviewing Hillridge’s recent application for rate adjustment, the Commission received numerous complaints from its customers in which they alleged that the sewer utility was failing to provide adequate service. At the conclusion of that

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<sup>1</sup> *Annual Report of Hillridge Facilities, Inc. for the Calendar Year Ending December 31, 2010* at 1 and 12.

<sup>2</sup> KRS 278.010(3)(f).

proceeding, we noted these complaints and found that they were of such serious nature as to require an investigation “to determine whether Hillridge has failed to provide reasonable and adequate service and to identify the measures that are necessary to ensure Hillridge’s provision of reasonable and adequate service.”<sup>3</sup>

IT IS THEREFORE ORDERED that:

1. This proceeding is initiated to determine whether Hillridge has failed to provide reasonable and adequate service and to identify the measures that are necessary to ensure Hillridge’s provision of reasonable and adequate service.

2. Hillridge and the Attorney General<sup>4</sup> are made parties to this proceeding.

3. a. Hillridge shall file with the Commission, no later than September 30, 2011, an original and five copies of the information listed in Appendix A to this Order with a copy to all parties of record.

b. Hillridge’s response shall be appropriately bound, tabbed, and indexed and shall include the name of the witness responsible for responding to the questions related to the information provided.

c. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or person supervising the preparation of the response on behalf of the entity that the

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<sup>3</sup> Case No. 2010-00426, Alternative Rate Filing of Hillridge Facilities, Inc. (Ky. PSC Aug. 31, 2011) at 3-4.

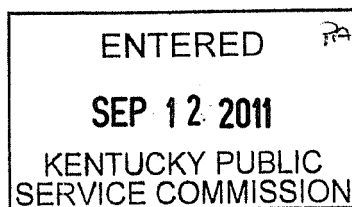
<sup>4</sup> The Attorney General is made a party to this proceeding based upon his statutory role to appear before regulatory bodies to represent and be heard on behalf of consumers’ interests. KRS 367.150(8).

response is true and accurate to the best of that person's knowledge, information, and belief.

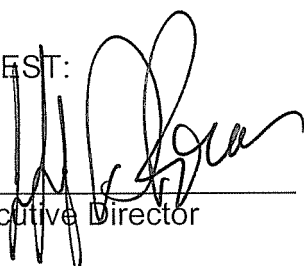
d. Hillridge shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect.

e. For any request to which Hillridge fails or refuses to furnish all or part of the requested information, it shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

By the Commission



ATTEST:



Executive Director

## APPENDIX A

### APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2011-00371 DATED **SEP 12 2011**

1. 807 KAR 5:006, Section 9, requires a utility to maintain a written record of all complaints. Provide a copy of all records regarding complaints that Hillridge has received since January 1, 2009.

2. Provide a map of Hillridge's collection and treatment facilities. This map shall show the location of all facilities, to include collection mains, manholes, and lift stations. It shall also indicate each facility's size and date of installation or construction. Using the information that 807 KAR 5:006, Section 9, requires Hillridge to maintain, indicate on this map the location and frequency of service complaints that Hillridge has received since January 1, 2009.

3. a. Provide a copy of each Notice of Violation ("NOV") that Hillridge has received from the Kentucky Division of Water since January 1, 2005.

b. For each NOV provided in response to Item 3(a), state the final action taken by the Kentucky Division of Water on the NOV and all corrective action that Hillridge performed in response.

4. Pursuant to 807 KAR 5:071, Section 6, Hillridge is required to maintain a record of all system interruptions. Provide a copy of this record log showing all system interruptions since January 1, 2006.

5. Provide a copy of the procedures that Hillridge follows to inspect its sewage collection and treatment facilities.

6. a. State whether Hillridge has made a systematic inspection of its collection mains using video equipment to determine the location of potential blockages.

- b. If yes:
  - (1) State the date of this inspection;
  - (2) Describe the extent of the inspection; and
  - (3) State the name of the person or entity making the inspection.
- c. If no, explain why Hillridge has not conducted such inspection.

7. State the name and address of each person or entity with whom Hillridge has currently contracted to provide routine maintenance and operation services for its sewage collection and treatment facilities. For each vendor identified, provide all written contracts regarding such services between Hillridge and the vendor.

8. Describe the role of Hillridge's management in the routine maintenance and operation of Hillridge's facilities.

9. a. State whether Hillridge has a program or procedures to locate and repair broken or clogged sewer collection mains.

b. If a written program or procedures exist, provide a copy.

c. If no written program or procedures exist, describe Hillridge's procedures for locating and repairing broken or clogged sewer collection mains.

d. If Hillridge has no program or procedures for locating and repairing broken or clogged sewer collection mains, explain why not.

10. State the current status of Hillridge's Kentucky Pollutant Discharge Elimination System ("KPDES") permit.

11. Provide all correspondence between Hillridge and DOW regarding Hillridge's KPDES permit.

12. Provide all correspondence between Hillridge and Louisville-Jefferson County Metropolitan Sewer District since January 1, 2000, regarding the construction, maintenance and operation of Hillridge's facilities.

Don Ridge  
President  
Hillridge Facilities, Inc.  
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