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NOV 15 2011

PUBLIC SERVICE
COMMISSION

to: Jeff Derouen
Executive Director
Public Service Commission
211 Sower Blvd
Frankfort Ky 40602-0645

Subject: PSC Case No. 2011-00371

In general I feel the Ridge's Attitude was not appropriate. I did not get an answer to my question.

In the following I have furnished the conversation as best as I remember. The information is correct but maybe not in the exact sequence of the conversation.

Purpose of call to Hillridge:

trying to locate where the sewer line connects to main line.

March 2-11

Call to Hillridge

Bob: This is Bob Carter

I live at 3902 Lethborough Ct, Louisville Ky.
Had some sewer work and need to locate the port (where my line connects to the main sewer line). Do you have info.

Hillridge: (Person at Hillridge) You should call us not a plumber. We have a contractor to do that work.

Bob: I have my own plumber.

Hillridge: wanted to send Joe out right away. He will come in and check your line. He will call you.

Bob: My line is open now. Line cleanout plug is damaged - can't open, will have to drill to open - No time

Hillridge: How did you clean out.

(contd)

Bob From the vent on the roof,
Eric ran 150 ft. of line and would
like to know if he had got close to
main sewer. We are just trying to
find point of connection. Don't need
your help inside.

Hillridge: We need to check it out.

Bob: Listen -- I don't need your help inside
I have a plumber,
I have company until Tuesday.

Hillridge I will have Joe call you and setup a time

Bob: Listen - All I need is some information.
End of Call - I hung up.

Note: Joe Murphy did call 2-3 times
My wife took the call - I was out.

3-21-11 Later I called Joe and explained
the situation to him.
His response: If I can help - give me a call.

Ref. Note: Hillridge explained to me - Mark Red
I don't remember part pertain to
camera line; or check line in street
Hillridge seems to have an
attitude problem.

(Cont'd)

Thanks,

Robert W. Parley
3902 Lethborough Ct.
Louisville, Ky
502-499-5548

3902 1st Borough Ct 499-3548

March 2-11 10:41 AM Bob Called Lived there 3 years
Cased Plumber. could not get Auger in Basement Drain
went up to roof & Ran 150 ft.
Home owner called us & I Explained to him

That he needs to call us right away. And we will
camera line as we unstop it. L?

2. Said I would send Joe Murphy out right
away. He said no he had company that was leaving
next Tuesday March 7th. I told him I would
have Joe call him on 7th to come out on 8th.

In the meantime we would check line in L?
Street & see if we could camera from manhole to
his property.

He Doesn't have external cleanout - ? Cap Damaged

I called Joe Murphy to give him his number
to call March 7th for appt on 8th.

Told Joe to check manhole & line in Street &
see if we could camera out, Joe said he would.

ⓐ