

Stacy Moseman
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Louisville, KY 40299

November 30, 2011

Jeff Derouen
Executive Director
Public Service Commission
211 Sower Blvd
Frankfort, KY 40602-0615

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COMMISSION

Dear Jeff:

This letter is to respond to documentation provided by Hillridge Facilities to the Kentucky Division of Water in regards to a request for a rate increase (PSC Case No. 2011-00371). They included notes about a series of phone calls between them and me. Here is my side of the situation.

On November 25, 2010, I had water/sewage backing up into my house in the main drain. At that time, I was covered under a home warranty and made the call to them to get a plumber out to investigate. I purchased the home in September and did not receive any information from Hillridge that I should contact them if I thought there may be a problem with the main drain from the house. My plumber (Aldridge Plumbing) came out and snaked the drain and found blockage about 50 feet out. They wanted to come back out to camera the line to see if they could tell what had caused the blockage (which they did the following week). They called Hillridge to ask questions about the lines and were not able to get anyone to answer the phone and they left a message. I tried as well and left a message. When I received a call back, I was told that I should have called them first and I explained that I was not aware of that and that I had a home warranty that might pick up some of the cost of the repair. She did mention that she wanted to send out her own plumber (Joe Murphy) and he would camera the line. She told me that if the result of that camera test showed the issue was on my side of the line, then I would need to pay Mr. Murphy for the camera test and the repair work. Since I was already paying my own plumber to run that test, I did not want to pay their plumber as well since I knew at that point that the problem was on my side. I also did not like that I did not have a choice about what plumbing company came out to inspect the issue. Joe Murphy called and I explained this to him and he was okay with that and said he would follow up after my plumber finished the repairs.

My conversations with the representative from Hillridge (I think her name was Tonja) were not very pleasant and I felt like she was very accusatory told me for not calling them first. As already mentioned, I had not received anything from them telling me that I should contact them first if there were any issues with the main drain. She also said that she wanted Mr. Murphy to run the camera test even though I had already told her that my plumber was already doing that. I didn't agree with that since I would have had to pay for the same test twice. I did not have any issues with Mr. Murphy. He listened to me and offered me whatever assistance I wanted.

Please let me know if additional information is needed or there are any questions. Since it's been over a year, I don't remember all the exact details, only that it was not a very good experience dealing with the Hillridge Facilities staff.

Sincerely,

Stacy Moseman