

RECEIVED

MAY 20 2014

PUBLIC SERVICE COMMISSION

925

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Sonja D Stipes (Patrick)
(Your Full Name)
COMPLAINANT

VS.

Farm Dale Water
(Name of Utility)
DEFENDANT

Hand Delivered
5-20-14
PPS

COMPLAINT

The complaint of Sonja D Stipes (Patrick) respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

20 Hurstland St. Frankfort, Ky. 40601
(Your Address)

(b) Farm Dale Water
(Name of Utility)

100 Highland Drive - Frankfort, Ky. 40601
(Address of Utility)

(c) That: Utility company was notified to turn water off
(Describe here, attaching additional sheets if necessary,

at 1106 Evergreen Rd. on 8/1/2013. Although a notation
the specific act, fully and clearly, or facts that are the reason
was apparently made to do so in the records of Farm Dale Water
and basis for the complaint.)

the home was flooded by pipes that burst in January
of 2014. Farm Dale Emergency Service was notified
Continued on Next Page

Formal Complaint

Sanja D Stipes (Patrick) vs. Farm Dale Water

Page 2 of 2

immediately when found on January 27, 2014. Personnel
OF Farm Dale came to shut the water off - AT THE
METER - where they did find the meter in the
"ON" position per their representative. The home
has at least \$25,000 of damage due to this error
of emergency yet Farm Dale Water will assume NO RESPONSIBILITY
and maintains they don't know how or why water was "ON."
Wherefore, complainant asks ~~for~~ damages - \$25,000 + loss of rental income
(Specifically state the relief desired.)

in the amount of \$650.00 per month since 2/1/14.

(Please see all records attached)

Dated at Frankfort, Kentucky, this 19th day
(Your City)

of May, 2014.
(Month)

Sanja D Stipes
(Your Signature*)

(Name and address of attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

807 KAR 5:001. Rules of Procedure.

Section 19. Formal Complaints.

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and the name of the defendant, and shall state:
 - (a) The full name and post office address of the complainant;
 - (b) The full name and post office address of the defendant; and
 - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation section and subsection, of which a violation is claimed, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall specifically establish the relief desired.
- (2) **Signature.** The complaint shall be signed by the complainant or his or her attorney, if applicable, and if signed by an attorney, shall show the attorney's post office address. **A complaint by a corporation, association, or another organization with the right to file a complaint, shall be signed by the entity's attorney.**
- (3) **Number of copies required.** When the complainant files his or her original complaint, the complainant shall also file two (2) more copies than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
 - (a) Upon the filing of a complaint, the commission shall immediately examine the same to ascertain if it establishes a prima facie case and conforms to this administrative regulation.
 1. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, the commission shall notify the complainant or his or her attorney to that effect, and opportunity shall be given to amend the complaint within a specified time.
 2. If the complaint is not amended within the time or the extension as the commission, for good cause shown, shall grant, the complaint shall be dismissed.
 - (b) If the complaint, either as originally filed or as amended, establishes a prima facie case and conforms to this administrative regulation, the commission shall serve an order upon the person complained of, accompanied by a copy of the complaint, directed to the person complained of and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of the order, provided that the commission may, in particular cases, require the answer to be filed within a shorter or longer period.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he or she shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which the defendant is willing to give. Upon the acceptance of this offer by the complainant and with the approval of the commission, further proceedings shall not be taken.
- (6) **Answer to complaint.** If the complainant is not satisfied with the relief offered, the person complained of shall file an answer to the complaint, with certificate of service on other endorsed parties, within the time specified in the order or the extension as the commission, for good cause shown, shall grant.
 - (a) The answer shall contain a specific denial of the material allegations of the complaint as controverted by the defendant and also a statement of new matter constituting a defense.
 - (b) If the answering party does not have information sufficient to enable him or her to answer an allegation of the complaint, the answering party may so state in the answer and place the denial upon that ground.

Farmdale Water / Evergreen Rd. File

ShaRon Meads, Claim Representative
KACo Claims Service Unit
P O Box 991009
Louisville KY 40269-1009
866-367-5226
April 25, 2014



Mr. Pat Stipes
20 Hurstland Street
Frankfort KY. 40601

Re:	Insured:	Farmdale Water District
	Claimant:	Pat Stipes
	Claim Number:	GC2013971567
	Date of Loss:	08/01/2013

Dear Mr. Stipes:

KACo Claims Department is the property casualty claim administrator for the Kentucky Association of Counties All Lines Fund (KALF). Farmdale Water District is a member of this fund.

This letter is to advise you of our liability decision regarding the claim for damages to your rental property located at 1106 Evergreen Road. You have indicated to us that you discovered water running in various areas inside your property on or about January 27, 2014. The apparent cause of the water leak was due to extreme temperatures which lead to pipes freezing, and subsequently bursting.

Our investigation of this matter has revealed that Farmdale Water District received a request from the tenant on July 29, 2013 to turn the water off at this location. A work order was issued, and a technician completed the shut down on August 1, 2013, which is reflected in Farmdale's records.

When you discovered the leak in 2014, you notified Farmdale, and they dispatched a technician promptly to the location. Upon arrival, he discovered that the shut off valve was in the on position. Once again, he turned it to the off position. It is unknown as to whom or why someone turned the valve back on after the initial shut down on August 1, 2013.

There is no evidence to suggest or support that Farmdale Water District was negligent in any manner for this unfortunate incident. Absent any negligence or liability on the part of Farmdale Water District, we must respectfully decline to make payment for this claim. If you have homeowner's coverage available, we recommend you file a claim with your carrier.

Should you have any additional information that would indicate Farmdale Water District was negligent in some manner for this loss, you may present it to us for consideration.

Sincerely,

A handwritten signature in black ink that reads "ShaRon Meads". The signature is written in a cursive, flowing style.

ShaRon Meads
Sr. Claims Representative

ShaRon Meads, Claim Representative
KACo Claims Service Unit
P O Box 991009
Louisville KY 40269-1009
866-367-5226



Cc:
Larry Crigler
Farndale Water District
100 Highwood Drive
Frankfort KY. 40601

KACo Claim Service Unit
P.O. Box 991009
Louisville, KY 40269

RETURN SERVICE
REQUESTED

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FIRST CLASS

neopostSM
04/25/2014
US POSTAGE

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\$00.4

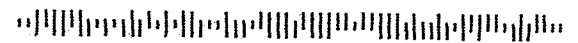


71P 40
0411122

***04-26-2014-LOU KY 402

Mr. Pat Stipes
20 Hurstland Street
Frankfort KY. 40601

70 CKY-N3B 40601



Sent via
* U.S. Postal Service Certified Mail

April 1, 2014

Re: 1106 Evergreen Rd.

To: Mr. Blanton, Farmdale Water District Board of a Directors/Members & Manager:

100 Highwood Dr.
Frankfort, Ky 40601

CC: Attorney Jim Boyd

We have received quotes from two contractors due to the water incident/emergency found January 27, 2014 per all previous documentation of notification to you. Those quotes are attached for all repairs/replacement to date due to the incident. We also regret that to date and from previous response from Mr Blanton dated 2.12.14, you have taken no action to rectify this situation. We also sent a follow-up letter to each of you dated 2.13.14 and included your Attorney for the record. We received no response. We continue to be left with a home that has been basically demolished from this incident/emergency and continues to worsen from the damages with mold etc.

With basically no action from the Manager, Board etc. we have no choice but to move forward legally if this matter is not addressed in a reasonable & respectful manner, due to the incident, by Farmdale Water District. This shall include further damages as necessary as the home has been left uninhabitable due to this matter.

Thank you for your immediate attention.

Sincerely,
Patrick & Sonja Stipes

* Previous Notice sent to the above via Certified mail on January 30, 2014 and February 13, 2014. Email to Mr. Craig Blanton, Board Member & Mgr. and follow-up by certified mail Feb. 21. At that time, Attorney Jim Boyd was also notified. (SS)

7013 1710 0001 5726 5277

U.S. Postal Service™	
CERTIFIED MAIL™ RECEIPT	
(Domestic Mail Only; No Insurance Coverage Provided)	
For delivery information visit our website at www.usps.com	
OFFICIAL USE	
Postage	\$ 11.19
Certified Fee	\$ 3.38
Return Receipt Fee (Endorsement Required)	\$ 2.99
Restricted Delivery Fee (Endorsement Required)	\$ 0.00
Total Postage & Fees	\$ 17.56

Sent To: **FARMDALE WATER DIST.**
Street, Apt. No., or PO Box No.: **100 Highwood Dr.**
City, State, ZIP: **Frankfort, Ky 40601**

APR 2 2014
FRANKFORT KY 40601
PS

PS Form 3800, August 2006 See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Farmdale Water Dist.
 C/O DAVID ROBINSON
 100 Highwood Dr
 Frankfort, Ky 40601

2. Article Number

(Transfer from service label)

7013 1710 0001 5726 5277

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *Gloria Lusby*

Agent

Addressee

B. Received by (Printed Name)

GLORIA LUSBY

C. Date of Delivery

4-7-14

D. Is delivery address different from item 1? Yes

If YES, enter delivery address below: No

3. Service Type

Certified Mail Express Mail

Registered Return Receipt for Merchandise

Insured Mail C.O.D.

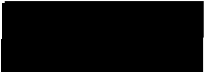
4. Restricted Delivery? (Extra Fee)

Yes

BUILT BY LEE, LLC.

Philip Lee
960 Ninevah Road
Frankfort, Kentucky 40601
502-803-0790
Builtbylee.com

ESTIMATE

Prepared For: Sonja Stipes 1106 Evergreen Road Frankfort, KY 40601 	Date: March 24, 2014
<p>This estimate is to repair water damage caused by burst pipes on or about January 27, 2014.</p> <p>Remove all flooring, including subflooring. Remove 2' of drywall from halls, living room, dining room, and bedrooms. Remove 4' of drywall from kitchen, laundry room, and bathroom. Inspect for mold behind all drywall. If more drywall has to be removed, it might increase the price. Replace insulation as needed. Treat for mold. Install and finish drywall. Install subfloor and vinyl in the kitchen, laundry room, and bathroom. Install carpet in the rest of the house. Prime and paint.</p> <p>Replace kitchen cabinets and counter top. Replace stove and refrigerator. Replace bathroom sink cabinet. Replace hot water heater and repair plumbing.</p> <p>All debris will be removed by dumpster.</p>	
Estimate Total \$25,000.00	

Prepared by Philip Lee

This is an estimate which is defined as an approximate calculation. This estimate is only for the work listed above. The final amount may be more or less than the estimated price depending on variables encountered on the job, which will be relayed to customer. By accepting this estimate, customer agrees to these terms.

Proposal

Mike's Roofing & HomeImprovements
(502) 229-6717

**** Note**
This estimate does not include flooring - (covering replacement - carpet, vinyl, etc. is necessary and will be added to quote.

PROPOSAL SUBMITTED TO: Pat Stipes	JOB NAME HomeImprovements	JOB # 107
ADDRESS 1106 Evergreen Rd Frankfort, KY, 40601	JOB LOCATION Evergreen Rd	DATE 3-17-14
PHONE # [REDACTED]	FAX #	ARCHITECT

We hereby submit specifications and estimates for: **pat stipes** at **1106 Evergreen Rd** where we will be replacing all the subfloor in the kitchen, bathroom, utility room, living room and down the hallway also in the room where the sliding door is and in that room we will have to replace the hole floor in that room because it fell in due to the floor joist rotting. We also have to fix the floor joist in the living room where it has a bald in the middle of the room. Also there is a lot of mold growing in the house which all the drywall that is affected will have to be taken out along with the insulation in the wall. And also there will be studs that will have to be taken out because of the mold. All the Appliances will have to be taken out including the cabinets because of the mold & water damaged. Also everything in the bathroom will have to be removed and replaced with new due to the water and mold. There is also some problems with the plumbing where the pipe busted in the house but where not sure where it busted at or how much damaged is really done until we start tearing out. All trash will be hauled away by waste management (Material list)

- MOLD Defense Drywall**
- Drywall 4x12 / 4x8
 - 2x8 x 16' 4-pine
 - T&G waffle bd / 4x8
 - 2x8 x 14' 4-pine
 - Insulation
 - Kitchen Appliances
 - Kitchen Cabinets
 - Studs for wall
 - Subfloor Adhesive
 - Floor screws

total cost \$ 22,000

We propose hereby to furnish material and labor - complete in accordance with the above specifications for the sum of:

\$ twenty two thousand dollars Dollars

with payments to be made as follows: will have to meet and talk about payments

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully submitted Michael

Note - this proposal may be withdrawn by us if not accepted within 30 days.

Acceptance of Proposal

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

Signature _____

Date of Acceptance _____ Signature _____

Stipes, Pat (Travel)

From: Rhody, Matt (PSC)
Sent: Friday, April 04, 2014 11:05 AM
To: Stipes, Pat (Travel)
Subject: FW: 2014-700
Attachments: Fwd: 1106 Evergreen rd./water shut-off emergency/Farmdale water district-mgr. David Robinson; 2014_700.pdf

I apologize but I forgot to include the correspondence attachment in email that Farmdale provided.

From: Craig Blanton [<mailto:craig@fewpb.net>]
Sent: Friday, April 04, 2014 12:56 AM
To: Rhody, Matt (PSC)
Cc: yvonnehill28@gmail.com; fwd@fewpb.net
Subject: RE: 2014-700

Mr. Rhody,

I met with staff, again today, at the Farmdale Water District (FWD) concerning the complaint filed by Patrick Stipes. (Referencing 2014_700.pdf sent to the FWD office email)

This is the second time I have met with staff about this issue. FWD staff indicated the original request to have the water disconnected came from the tenant, Wendy Stahlman, not the account holder, Mr. Doug Sutherland or the Stipes. I originally replied with a detailed email (see attached) to the Stipes on 2/12/2014-8:13 pm. Mrs. Stipes verbally spoke with our staff prior to my email. The attached email contains the work order to disconnect the water from 1106 Evergreen.

FWD Maintenance Manager David Robinson indicated to me staff disconnected the water at 1106 Evergreen and FWD Administrative Staff produced the completed work order. We have no idea who turned the water back on but it is not out of the ordinary to have customers turn the water back on after discovering its disconnection.

Once water is disconnected, it is not policy to have staff go back each day or each hour to ensure the water is still disconnected. It is usually discovered that the water has been turned on by the customer when the customer pays their bill. Staff will go to the address to turn on the water and discovers it is on already.

The Farmdale Water District Board has no reason to disbelieve staff's account of this incident.

Thank you,

Craig Blanton

Farmdale Water Board member

Begin forwarded message:

From: FARMDALE WATER DIST <fwd@fewpb.net>
Date: April 3, 2014 at 2:01:11 PM EDT
To: Craig Blanton <craig@fewpb.net>
Subject: Fwd: FW: 2014-700

----- Forwarded message -----

From: Rhody, Matt (PSC) <Matt.Rhody@ky.gov>
Date: Wed, Apr 2, 2014 at 3:38 PM

Subject: FW: 2014-700

To: "fwd@fewpb.net" <fwd@fewpb.net>

Please provide me with the status of this complaint.

From: Rhody, Matt (PSC)

Sent: Tuesday, April 01, 2014 9:22 AM

To: 'fwd@fewpb.net'

Subject: 2014-700

PSC Consumer Inquiry System

4/4/2014

Complaint: 2014-00700 **Entry Date:** 4/1/2014 **Closed Date:** 4/4/2014 **Contact Type:** Hotline

Name: Stipes, Patrick **Utility:** Farmdale Water District

Address: 20 Hurst Land **Utility Nbr:** 21700 **Location:** Residence
Frankfort, KY 40601

County: Franklin **Utility Type:** Water Districts

Home: [REDACTED] **Work:** **Reason:** Service quality/repair (Property damage)
(none) (none)

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: [REDACTED] **Email:**

Contacted Utility? **Spoke with:** Customer service

Cust Relations: Failed To Correct Problem

Utility Contact: David **Contact's** [REDACTED]

Preliminary Description: Property damage **Other Contacts:**

Processor: MATT

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: MATT

Date: 4/1/2014 9:19:54 AM

The customer says that Farmdale was supposed to have disconnected service at the rental (1106 Evergreen Rd) property he owns on August 1, 2013. The customer has a copy of the disconnect notice that was produced by Farmdale. He says that for some reason Farmdale never turned off the water and during the extreme cold weather a pipe burst inside the house that caused approximately \$20,000 in damages. The customer says if Farmdale had disconnected the service as requested the damages would have never occurred. The customer has contacted Farmdale regarding this issue but can't get any type of response from the District. The customer wants Farmdale to reimburse him for the damages since the water was supposed to have been disconnected on August 1, 2013.

Utility Response:

Date: 4/4/2014 10:51:48 AM

I met with staff, again today, at the Farmdale Water District (FWD) concerning the complaint filed by Patrick Stipes. (Referencing 2014_700.pdf sent to the FWD office email)

This is the second time I have met with staff about this issue. FWD staff indicated the original request to have the water disconnected came from the tenant, Wendy Stahlman, not the account holder, Mr. Doug Sutherland or the Stipes. I originally replied with a detailed email (see attached) to the Stipes on 2/12/2014-8:13 pm. Mrs. Stipes verbally spoke with our staff prior to my email. The attached email contains the work order to disconnect the water from 1106 Evergreen.

FWD Maintenance Manager David Robinson indicated to me staff disconnected the water at 1106 Evergreen and FWD Administrative Staff produced the completed work order. We have no idea who turned the water back on but it is not out of the ordinary to have customers turn the water back on after discovering its disconnection.

Once water is disconnected, it is not policy to have staff go back each day or each hour to ensure the water is still disconnected. It is usually discovered that the water has been turned on by the customer when the customer pays their bill. Staff will go to the address to turn on the water and discovers it is on already.

The Farmdale Water District Board has no reason to disbelieve staff's account of this incident.
Thank you,
Craig Blanton
Farmdale Water Board member

Date: 4/4/2014 4:00:07 PM

2014-00700 (Continued)

Per PSC regulation 807 KAR 5:001, The Farmdale Water Board is acknowledging receipt of your informal complaint. I met with staff again on April 3, 2014 concerning your complaint. Our records indicate the work order for the requested disconnection was dated 7.29.2013, Invoice #18001. The work order indicates the meter was read and water turned off on 8-01-2013 per the request of, who we assume but do not know with certainty, was a tenant of yours, Wendy Stahlman. Our records indicate the work order was completed successfully and checked off as completed by our staff on 8.1.2013.

Regards,

Craig Blanton

Farmdale Water Board Commissioner

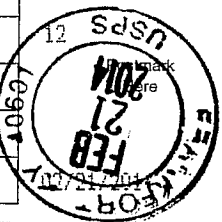
7012 2920 0001 0744 1761

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FRANKFORT KY 40601
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Certified Fee		\$3.30	
Return Receipt Fee (Endorsement Required)		\$0.00	
Restricted Delivery Fee (Endorsement Required)		\$0.00	
Total Postage & Fees	\$	\$3.79	



Sent To: **Farmdale Water Dist.**
 Street, Apt. No. or PO Box No.: **100 Highwood Dr**
 City, State, ZIP+4: **FRANKFORT, Ky 40601**

PS Form 3800, August 2006 See Reverse for Instructions

FRANKFORT POST OFFICE
FRANKFORT, Kentucky
 406019998
 2047860600 -0097
 02/21/2014 (502)223-3447 03:01:53 PM

		Sales Receipt		
Product Description	Sale Qty	Unit Price	Final Price	
FRANKFORT KY 40601 Zone-0 First-Class Mail Letter 0.70 oz.			\$0.49	
Expected Delivery: Sat 02/22/14 @ Certified			\$3.30	
USPS Certified Mail #: 70122920000107441761				
Issue PVI:			\$3.79	
Total:			\$3.79	

Paid by:
 Debit Card \$3.79
 Account #: XXXXXXXXXXXX6450
 Approval #:
 Transaction #: 375
 23 903150696
 Receipt#: 004742

Stipes, Pat (Travel)

From: Sonja [REDACTED]
Sent: Thursday, February 13, 2014 12:01 PM
To: Stipes, Pat (Travel)
Subject: Fwd: 1106 Evergreen rd./water shut-off emergency/Farmdale water district-mgr. David Robinson

Sent from my iPad

Begin forwarded message:

From: Sonja [REDACTED]
Date: February 13, 2014 at 10:26:49 AM EST
To: Craig Blanton <craig@fewpb.net>
Subject: Re: 1106 Evergreen rd./water shut-off emergency/Farmdale water district-mgr. David Robinson

Mr. Blanton, Farmdale Water District Board Members & manager:

Thank you for your response dated February 12, 2014. We appreciate Mr. Blanton providing us the information and email listed below/attached regarding the water incident/emergency reported to you as found on January 27, 2014 at 1106 Evergreen Rd.

Thank you for confirming again that the water request for shutoff, made by tenant Wendy Stahlman, for August 1, 2013 was made per your records. Thank you also for confirming that your records indicate no further water usage or billing, nor any request for a water turn on has been made at the noted address since that date.

We respectfully request a copy of record for water usage since that time to date, (even if your records indicate "0" as you stated). We also respectfully request a copy of the Board Meeting Minutes you have noted where our letter dated January 30, 2014, submitted to management, was read and reviewed by all members. We would also appreciate the name of the employ that was provided the water shutoff request for August 1, 2013 and record that the employee completed that work order. We are not familiar with your paperwork provided and perhaps there are initials or a signature of completion which we do not recognize or see (other than a check mark). If you could please provide us this information within the next five business days that would be helpful in this matter.

We submit to you again, that water rushed throughout our home and Farmdale water was notified immediately by us upon finding the emergency on January 27, 2014. Your representative was very helpful at that time and arrived within ten minutes to shut the water off at the meter. He also called us immediately to confirm he had done so at our request. Your office Manager, Jan, was also helpful with confirming the date of water shutoff as August 1, 2013 as requested by Wendy Stahlman. We always appreciate her professionalism.

We will be contacting two contractors to review all damages to the home from this incident/emergency and to provide quotes for all replacement and/or repair costs as necessary. Repairs/replacement are necessary as soon as possible as further damage is occurring due to this

emergency as previously noted. Those quotes will be submitted to the Farmdale Water District Board & Manager for immediate consideration for reimbursement.

Thank you again. We appreciate your time in this matter.

Sincerely,
Patrick & Sonja Stipes

Sent from my iPad

On Feb 12, 2014, at 8:13 PM, "Craig Blanton" <craig@fewpb.net> wrote:

Mr. and Mrs. Stipes,

The Farmdale Water Board met last Thursday at our regularly scheduled time. We read your letter and followed up with checking our records. We had staff retrieve the work order dated 7-29-13, Invoice #18001. The work order indicates the meter was read and water turned off on 8-01-2013. (Please see attached.)

We further had staff check Billing Records for 1106 Evergreen Rd and our records indicate no bills have been processed on said address. Our records indicate the work order was completed successfully and checked off as completed by our staff.

Our staff followed normal disconnection protocols and successfully completed the Work Order request made by Wendy Stahlman.

If you have further questions, I'll be glad to schedule a special Farmdale Water Board meeting or you may contact me via email or cellphone.

Craig Blanton
Farmdale Board Member



To the Attention of Mr. Robinson:

We have not received any response from you regarding the property at 1106 Evergreen Rd. and our previous communication to you dated January 30, 2014 sent via email and certified mail. We were in hopes that you would be reviewing and handling this matter with expedient regard to all damages to the home diligently. Each day that goes by without addressing this situation may be causing further damage to the home. It is imperative that we hear from you.

Thank you in advance,

FARMDALE WATER DISTRICT
 100 HIGHWOOD DRIVE
 FRANKFORT, KY 40601
 PHONE (502) 223-3562

18001

ACCT # [REDACTED] DATE ⁰⁹ 7-29-13 TIME _____ AM
 PM

NAME Wendy Stahlman ADDRESS 1106 Evergreen
 LOCATION _____

NEW SERVICE yes _____ no _____ CHECK VALVE yes _____ no _____

READ & _____ READ &

TURN ON _____ DISCONNECT DATE 8-1-13 READING 679

DESCRIPTION OF WORK _____

WORK PERFORMED Fixed

QUANTITY	MATERIAL USED	PRICE	AMOUNT
	17320085		

DATE	LABOR	HOURS	RATE	AMOUNT

F-236 Douglas St
 Versailles, Ky
 40383

TAP ON INSTALLATION _____
 DEPOSIT _____
 CONNECTION FEE _____
 MATERIALS _____
 TAX _____
 HANDLING _____
 LABOR _____
 BACKHOE _____

DATE JOB COMPLETED _____
 DATE BILLED _____
 DATE PAID _____

TOTAL AMT. DUE _____

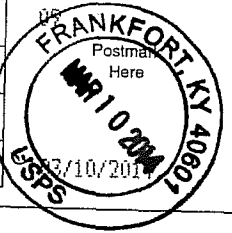
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OFFICIAL USE

Postage	\$ 1.19	0600
Certified Fee	\$ 3.30	
Return Receipt Fee (Endorsement Required)	\$ 2.70	
Restricted Delivery Fee (Endorsement Required)	\$ 0.00	
Total Postage & Fees	\$ 7.19	



TEHL E420 1000 0262 2702

Sent To
 Street, Apt. No., or PO Box No.
 City, State, ZIP+4

PS Form 3800, August 2006 See Reverse for Instructions
 70122920000107437931

Issue PVI: \$7.19
 Total: \$7.19
 Paid by: Debit Card \$7.19
 Account #: XXXXXXXXXXXX6450
 Approval #: 308
 Transaction #: 23 903150696
 Receipt #: 003579

@@ For tracking or inquiries go to USPS.com or call 1-800-222-1811.

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- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Jim Boyd
 o/o Farmdale Water
 #2
 227 W. Main St
 Frankfort, Ky 40601

COMPLETE THIS SECTION ON DELIVERY

A. Signature *Jim Boyd*
 B. Received By (Printed Name) Agent
 C. Date of Delivery Addressee

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type

- Certified Mail
- Registered
- Insured Mail
- Express Mail
- Return Receipt for Merchandise
- C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

70122 2920 0001 0743 7931

Domestic Return Receipt

102595-02-M-1540

2. Article Number
 (Transfer from service label)

PS Form 3811, February 2004

Stipes, Pat (Travel)

From: Craig Blanton [craig@fewpb.net]
Sent: Friday, April 04, 2014 12:13 AM
To: Blanton Craig
Subject: Fwd: 1106 Evergreen rd./water shut-off emergency/Farmdale water district-mgr. David Robinson

Sent from my iPad 2

Begin forwarded message:

From: FARMDALE WATER DIST <fwd@fewpb.net>
Date: April 3, 2014 at 2:41:42 PM EDT
To: Craig Blanton <craig@fewpb.net>
Subject: Fwd: FW: 1106 Evergreen rd./water shut-off emergency/Farmdale water district-mgr. David Robinson

----- Forwarded message -----

From: Craig Blanton <craig@fewpb.net>
Date: Wed, Feb 12, 2014 at 8:13 PM
Subject: FW: 1106 Evergreen rd./water shut-off emergency/Farmdale water district-mgr. David Robinson
To: [REDACTED]

Mr. and Mrs. Stipes,

The Farmdale Water Board met last Thursday at our regularly scheduled time. We read your letter and followed up with checking our records. We had staff retrieve the work order dated 7-29-13, Invoice #18001. The work order indicates the meter was read and water turned off on 8-01-2013. (Please see attached.)

We further had staff check Billing Records for 1106 Evergreen Rd and our records indicate no bills have been processed on said address. Our records indicate the work order was completed successfully and checked off as completed by our staff.

Our staff followed normal disconnection protocols and successfully completed the Work Order request made by Wendy Stahlman.

If you have further questions, I'll be glad to schedule a special Farmdale Water Board meeting or you may contact me via email or cellphone.

Craig Blanton

Farmdale Board Member

502.803.0727

To the Attention of Mr. Robinson:

We have not received any response from you regarding the property at 1106 Evergreen Rd. and our previous communication to you dated January 30, 2014 sent via email and certified mail. We were in hopes that you would be reviewing and handling this matter with expedient regard to all damages to the home diligently. Each day that goes by without addressing this situation may be causing further damage to the home. It is imperative that we hear from you.

Thank you in advance,

Sonja & Patrick Stipes

Sent from my iPad

January 30, 2014

To: David Robinson,
Farmdale Water District

From: Sonja & Patrick
Stipes

Re: 1106 Evergreen
Rd./water shut-off
emergency/flood

This letter comes to your desk to inform and confirm to you that a substantial water emergency occurred at our property located at 1106

Evergreen rd. due to what appears to be, unfortunately, negligence in a timely water shut-off and in fact for not shutting water off at the property by Farmdale Water District in August of 2013.

The water service should have been terminated on or around August 1, 2013 as requested by a former tenant (Wendy Stahlman) and confirmed by Jan of Farmdale on January 28, 2014. Jan also confirmed, at that time, that water was last on and in fact shut off for G. Douglas Sutherland-previous owner, on September 9, 2009. As of August 1, 2013 the tenant moved from the premises and instructed Farmdale Water to terminate water service, at the noted address, at that time. As previously noted, we verified with your company that those instructions were in fact received and supposedly completed. However, the water service was in fact not shut off at that time or since then until the emergency arose this week and Farmdale water was notified to come to the address for an emergency water shut off.

We learned on Monday afternoon, January 27, 2014, at approximately 4:30 pm that water was and had been pouring into the kitchen and bathroom areas of the home as well as the foundation of the home. This was found by reviewing the home during the extreme cold temps. Upon arriving, and not expecting any water issues as the water had apparently been terminated in early August of 2014, we were immediately surprised and

stunned to hear water gushing about the home. We immediately phoned Farmdale water and reached the answering service with instructions to phone emergency-after hour personnel. That included a cell phone number for Mr. Danny Cummings. We phoned Mr. Cummings immediately as we rushed home to get keys to further review the interior of the home. At that time, Mr. Cummings advised he would arrive within ten minutes or so to shut the water off. We asked him to please phone us back as soon as the water was shut off. Mr. Cummings did in fact arrive as he advised, shut the water off and called us back to advise and to confirm he had just done so.

We were able to return to the property again the next day, in the extreme temps, to find floors in the home buckled and layers of ice in the kitchen and bathroom. Subfloors were removed in areas as the home is being remodeled and the underneath was covered with water and ice. Due to the water not being shut-off as requested (verified with Farmdale personnel on 1/28/2014), we unfortunately have extensive damages to our property. It is our opinion that Farmdale water was negligent in duty by not executing the water service shut-off request in August of 2013.

As a result, we have a property in need of additional substantial repairs including but not

limited to floor coverings and subfloor, potentially drywall in these areas, cabinetry, appliances (stove & refrigerator and hot water heater) electrical issues and/or outlets as well as any plumbing repairs from frozen pipes that obviously burst allowing for flooding water and ice throughout and under the home.

To be clear, the water shut-off order was made for August 1, 2013, verified and put in your system as being terminated but in fact, unfortunately, water was never physically turned off at the address. The Public Service Commission has advised us to send correspondence regarding this matter immediately to your office in the hope of a swift resolution. We appreciate your prompt attention in this matter.

Thank you,

Sonja & Patrick Stipes
20 Hurstland st.
Frankfort, Ky. 40601
502.695.8013

Sent by email and certified mail
January 30, 2014

FARMDALE WATER DISTRICT

100 HIGHWOOD DRIVE
FRANKFORT, KY 40601
PHONE (502) 223-3562

18001

ACCT # [REDACTED] DATE ⁰⁹ 7-29-13 TIME _____ AM
PM

NAME Wendy Stahlman ADDRESS 1106 Evergreen
LOCATION _____

NEW SERVICE yes _____ no _____ CHECK VALVE yes _____ no _____

READ & _____ READ &

TURN ON _____ DISCONNECT DATE 8-1-13 READING 679

DESCRIPTION OF WORK _____

WORK PERFORMED Final

QUANTITY	MATERIAL USED	PRICE	AMOUNT
	17320085		

DATE	LABOR	HOURS	RATE	AMOUNT

-- 236 Douglas St Versailles, Ky 40383

TAP ON INSTALLATION _____
 DEPOSIT _____
 CONNECTION FEE _____
 MATERIALS _____
 TAX _____
 HANDLING _____
 LABOR _____
 BACKHOE _____

DATE JOB COMPLETED _____

DATE BILLED _____

DATE PAID _____

TOTAL AMT. DUE _____

dep

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
*Mr. David Robinson
 c/o Farmdale Water District
 100. Highwood Drive
 Frankfort, Ky. 40601*

2. Article Number 7012 3460 0002 3642 8565
 (Transfer from service label)

COMPLETE THIS SECTION ON DELIVERY

A. Signature *[Signature]* Agent Addressee

B. Received by (Printed Name) _____ C. Date of Delivery 1/3/14

D. Is delivery address different from item 1? Yes No
 If YES, enter delivery address below: _____

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
 (Domestic Mail Only, No Insurance Coverage Provided)

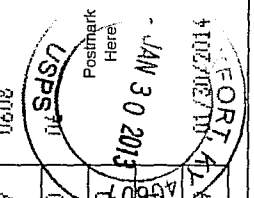
For delivery information visit our website at www.usps.com
 PS Form 3811, February 2004

OFFICIAL USE

Postage	\$0.44	\$
Certified Fee	\$3.30	
Return Receipt Fee (Endorsement Required)	\$2.75	
Restricted Delivery Fee (Endorsement Required)	\$0.00	
Total Postage & Fees	\$6.49	\$

Sent To _____
 Street, Apt. No., or PO Box No. _____
 City, State, Zip+4 _____

PS Form 3800, August 2005 See Reverse for Instructions



5958 249E 2002 094E 2702

January 30, 2014

To: David Robinson, Farmdale Water District. 100 Highwood Dr. Frankfort, Ky 40601

From: Sonja & Patrick Stipes

Re: 1106 Evergreen Rd./water shut-off emergency/flood

This letter comes to your desk to inform and confirm to you that a substantial water emergency occurred at our property located at 1106 Evergreen rd. due to what appears to be, unfortunately, negligence in a timely water shut-off and in fact for not shutting water off at the property by Farmdale Water District in August of 2013.

The water service should have been terminated on or around August 1, 2013 as requested by a former tenant (Wendy Stahlman) and confirmed by Jan of Farmdale on January 28, 2014. Jan also confirmed, at that time, that water was last on and in fact shut off for G. Douglas Sutherland-previous owner, on September 9, 2009. As of August 1, 2013 the tenant moved from the premises and instructed Farmdale Water to terminate water service, at the noted address, at that time. As previously noted, we verified with your company that those instructions were in fact received and supposedly completed. However, the water service was in fact not shut off at that time or since then until the emergency arose this week and Farmdale water was notified to come to the address for an emergency water shut off.

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Thank you,

Sonja & Patrick Stipes
20 Hurstland st.
Frankfort, Ky. 40601

