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Daniel E. Logsdon Jr.
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February 15, 2017

PARTIES OF RECORD

Re: Case No. 2016-00328

Attached is a copy of a memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the memorandum please do so within five days of receipt of this letter.

If you have any questions, please contact John Park, Commission Staff Attorney, at 502-782-2589.

Sincerely,


A handwritten signature in blue ink that reads "Talina R. Mathews".

Talina R. Mathews
Executive Director

JBP/ph

Attachments

INTRA-AGENCY MEMORANDUM
KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File No. 2016-00328
FROM: John B. Park, Staff Attorney 
DATE: February 14, 2017
RE: Informal Conference of February 9, 2017

Pursuant to Commission Staff's ("Staff") Notice of Informal Conference filed into the record on February 8, 2017, an informal conference was held in this matter on February 9, 2017. Complainant Dr. Georges Damaa and a representative of Defendant Cawood Water District ("Cawood District") participated in the conference by telephone. Cawood District was represented by counsel, who also participated by telephone. A copy of the sign-in sheet is attached to this Memorandum.

Commission Staff Attorney John Park stated that Staff would prepare and enter into the record a memorandum regarding the conference. Mr. Park advised that the parties would have five days after the memorandum is entered into the record to file comments on the memorandum. Mr. Park also stated that the purpose of the meeting was to get an update from Dr. Damaa about the service problems he raised in his complaint, and an update from Cawood District about its efforts to reduce unaccounted-for water loss.

Dr. Damaa stated that he had not experienced additional service outages since the last informal conference, held at the Commission's offices on December 21, 2016. He stated that he experienced low pressure on two occasions and discolored water once since the last informal conference. Cawood District stated that it issued a boil water advisory on January 13 in connection with a leak.

Cawood District discussed efforts to reduce line loss by identifying and repairing leaks, and stated that the district's system has had fewer leaks in the past six months than it historically has had. Cawood District stated that its board of water commissioners is being proactive to address the district's water losses, and now receives a regular report about system leaks and the action taken to fix them. Cawood District further stated that it has changed the way it handles leaks.

Dr. Damaa stated that some of his neighbors had complained to him about water service issues. Cawood District stated that it had not received any complaints from his neighbors, and that it does not discourage customers from making complaints.

Dr. Damaa stated that for now he is satisfied that Cawood District is taking appropriate action to address the issues he raised in his complaint. He further stated that the district's lines are old and that many need to be replaced. He stated the problem comes down to financing the line replacement that is needed. Cawood District stated that it is looking for grants to assist with improvement projects.

Commission Staff asked Cawood District to file into the record in this case (1) an outline of steps Cawood District has taken to address the issues raised in Dr. Damaa's complaint, including line loss; (2) monthly water loss reports for 2016; (3) a copy of reports submitted to Cawood District's board of commissioners regarding water line leaks; and (4) a system map for the area of its service territory in which Dr. Damaa resides. Commission Staff asked Cawood District to provide this information within three weeks of the date of the conference.

There being no further business, the informal conference adjourned.

Attachment

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GEORGES DAMAA)	
)	
COMPLAINANT)	
V.)	CASE NO.
)	2016-00328
CAWOOD WATER DISTRICT)	
)	
DEFENDANT)	

Informal Conference – February 9, 2017

Please sign in:

NAME	REPRESENTING
<u>Sam Reid</u>	<u>FA</u>
<u>Ariel Miller</u>	<u>FA</u>
<u>John Park</u>	<u>PSC Legal</u>
<u>Georges Damaa</u>	<u>Plaintiff - by phone</u>
<u>OTIS Doan</u>	<u>Cawood-attorney-by phone</u>
<u>Lana Pace</u>	<u>Cawood - by phone</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

*Georges Damaa
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Harlan, KENTUCKY 40831

*Cawood Water District
54 Plant Road
P. O. Box 429
Cawood, KY 40815

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