

RECEIVED

SEP 17 2018

PUBLIC SERVICE  
COMMISSION

Sharpsburg Water District  
P O Box 248  
Sharpsburg, KY 40374  
606-247-2861

September 14, 2018

Public Service Commission  
P O Box 615  
Frankfort, KY 40602

**Re: Case No. 2018-00138**

In regard to the above case, Sharpsburg Water District has made every attempt to resolve this matter. After several phone calls from Jeff and Sarah, the district put in a new meter on Jan. 10, 2017. However, the usage did not go down, indicating the problem is either a leak in the house or in the service line.

I have attached a map showing the original property that was owned by one person. The meters were put out in front of the property to serve all three residences.

I have sent Jeff and Sarah a letter regarding adjustments and setting a meter on their property. They would need to pay the connection fee of \$850.00 and the water district would be responsible for obtaining right-of-way easements.

I have attached a copy of the letter sent to Jeff and Sarah. They no longer live at this address; they have rented the residence. The letter was sent to the address on file of 28 East Church Street.

If I can be of further assistance, please feel free to contact me at the above phone number, or by e-mail at [gayleh12@windstream.net](mailto:gayleh12@windstream.net).

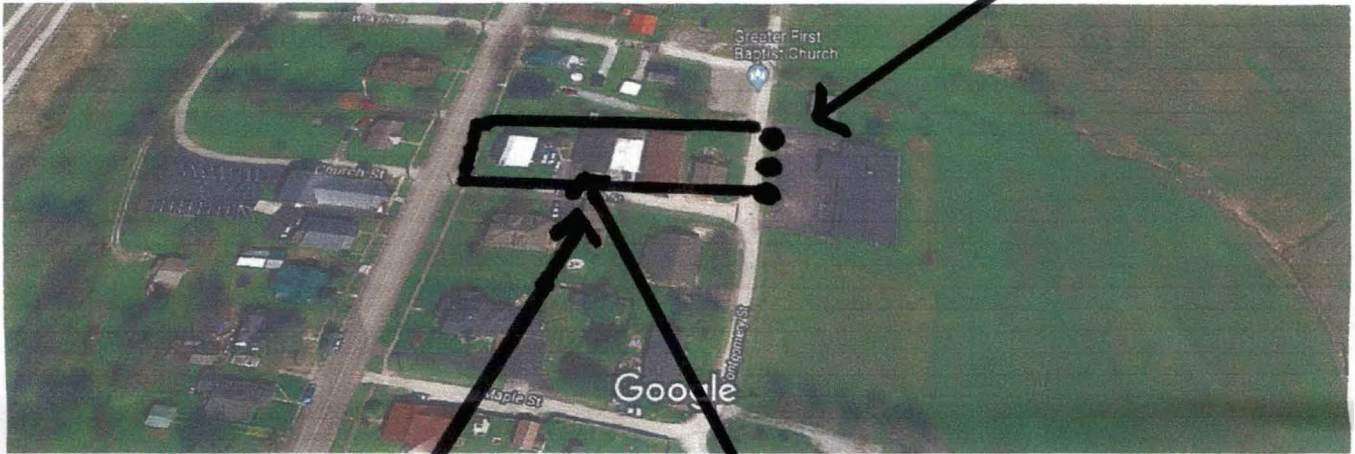
Sincerely,

A handwritten signature in blue ink that reads "Gayle Haney". The signature is written over a horizontal line.

Gayle Haney, Manager

Google Maps 16 E Church St

Water Meters



Imagery ©2018 Google, Map data ©2018 Google 100 ft

When water meters were installed-this property belonged to one person.

Jeff Collins  
Sarah Helton  
Residence

Sharpsburg Water District  
P O Box 248  
Sharpsburg, KY 40374  
606-247-2861

September 14, 2018

Jeff Collins  
Sarah Helton  
28 East Church Street  
Sharpsburg, KY 40374

Dear Jeff and Sarah,

This is in regard to your complaints of high water bills. After several phone calls, we put in a new meter on Jan. 10, 2017. However, this did not cause your usage to go down. This would indicate that there is a leak either in the house or the service line going to the meter.

The first place we tell people to check are the camodes. This can be done by placing food coloring in the tank and not flushing for a few minutes. If the bowl shows the colored water, then there could be a bad seal. I think you did that and there was no problem there. Also, I believe you put a cut off on the outside of the house and that showed there were no leaks. That indicates that the leak is in the service line going to the meter. The service line from the meter to the house is the customers responsibility.

The water district purchases all of our water, therefore we are unable to make any adjustments on water bills. We are the billing and collecting agency for the City of Sharpsburg for sewer. In most instances, they will make a one time adjustment on sewer charges if you have had a leak. This can be done by contacting the Mayor (Dorothy Clemmons).

You have made a request to set a meter on your property. The connection fee is \$850.00. The water district will be responsible for obtaining the right-of-way easements.

If you have any questions or concerns, please feel free to contact our office at the above number.

Sincerely,



Gayle Haney, Manager