

RECEIVED

JUN 10 2021

PUBLIC SERVICE  
COMMISSION

**CASE No. 2019-00258**

**To the Commission,**

Per your order I am filing this status report.

Green River Valley restored water service 5/5/2021, however; on 5/7/2021 I submitted a service call to report an outage to Green River Valley. The service technician that arrived stated the new service line had busted and they would be fixing the problem as soon as possible because he thought he was done with our headache and had a new headache to take care of. Hearing we had become a headache to our water company was very upsetting considering we have been paying for the service for 5 years, begging for help, and being very patient. I reported to Green River Valley Water by phone that the water has an odd smell and is cloudy/milky when first ran out of the tap. The customer service representative stated due to the break in the service line that they would probably need to bleed the line. The water pressure and volume have been sufficient since 5/7/2021

With regards to expenses incurred during the period of inadequate pressure and volume, I am including images of receipts and/or invoices. Please be aware that the lists of costs presented in this status report are not complete as it has been difficult to obtain all of the documentation going back to our initial complaint to Green River Valley District in 2016. For example, when the first pump failed there was a significant water leak which caused us to incur a bill of over \$200.00. Unfortunately, the Green River Valley Water District Member Portal will only allow me to view/retrieve thirteen months of billing which is after that particular event. Green River Valley Water District would be able to provide complete documentation from that time period. Furthermore, our lawn has considerable amount of damage from the installation of the 4.5ft hole for inline pump, the electrical ditch line dug to provide electric to pump and the newly dug pipe line running the entire front lawn (see included photos) and there has been no attempt to address the damage.

I ask that the Commission not dismiss the case at this time, but instead, consider the evidence regarding damage to the property as well as the cost evidence I have been able to gather thus far. Additionally, I ask that the commission permit me additional time to gather and submit additional cost evidence before the case is considered resolved.

**Additional considerations:**

I have also had to pay for the electricity for the in-line pressure pump that provided water to the house since fist pump installation in 2017. I am unsure of how to calculate that cost.

Purchase of IBC totes (for rain-catchment project) during the early days of the pandemic having no running water to with which to clean and disinfect. Purchased on April 7<sup>th</sup> 2020 from RJ's Farm Equipment And More, 5369 US 127 Liberty KY 42539. Phone 606.787.7661, After Hours -606.706.1735 76 Miles one-way. (Trying to locate proof of purchase.)

During the time of the pandemic, we also considered having a well drilled and paid \$700 for a site-survey. Unfortunately, the \$10,000 estimate the drilling company presented us with was far more than we could afford. (Lewis Well Drilling Contact Telephone: 859.333.1200) 6521 Highway 519 West Liberty, Kentucky 41472. (Trying to locate receipt.)

Having a wood-heated home and not having reliable water has always been a concern for me. It was also a concern for my insurance company with regards to homeowners insurance.

**Costs (incomplete list):**

\$459.76 - 1<sup>st</sup> Replacement Pump

\$562.82 – 2<sup>nd</sup> Replacement pump

\$ ???- Plumbing supplies and tools from Ace, Home Depot and Lowes. (Need receipts)

\$114.96 – Sump Pump and Hose (-\$5 from receipt pictured for bag of pretzels also on the receipt)

\$700.00 – Water well-site survey (Need receipt)

\$200.00 – Used IBC Totes for rain catchment project (Need Receipt) 4 totes @ \$50.00 each.



## View order details


Order date	Sep 21, 2019
Order #	114-4200222-5310602
Order total	\$459.76 (1 item)

## Shipment details

Economy Shipping

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**Shipped**  
**Sep 27, 2019 - Oct 2, 2019**

 **Simer 3075SS- 01 3/4 HP Pressure Booster Pump** \$433.74  
Qty: 1  
Sold By: samis shop

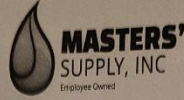
[Contact Seller](#)



2 - Second replacement pump

**INVOICE**

Masters Supply Inc.  
**Branch:** 20 Masters Supply - Elizabethtown  
 PO Box 34337  
 Louisville, KY 40232  
 US



INVOICE  
 4764387  
 Invoice Date 6/19/2020 12:07:03 Page 1 of 2  
 ORDER NUMBER  
 2263722

502-459-2900

**Bill To:**  
 Elizabethtown D+ COD  
 1839 S. Dixie  
 Elizabethtown, KY 42701  
 US

**Ship To:**  
 Elizabethtown D+ COD  
 1839 S. Dixie  
 Elizabethtown, KY 42701

Customer ID: 18358

PO Number	Term Description	Net Due Date	Disc Due Date	Discount Amount
Tammy Conahan	COD	6/19/2020	6/19/2020	0.00

Order Date	Pick Ticket No	Primary Salesrep Name	Taker
6/18/2020 14:59:08	3881889	CASH SALES	KLP

Quantities					Item ID Item Description	Pricing UOM Unit Size	Unit Price	Extended Price
Ordered	Shipped	Remaining	LDM Unit Size	Disc.				

Delivery Instructions: Tammy 270-801-6340

Carrier: EWC - E-Town Will Call Tracking #:

1	1	0	EA	8232575	EA	562.8182	562.82
			1.0	4075SS SIMER 3/4HP BOOSTER PUMP	1.0000		
				4075SS			

NEW PART NUMBER 4075SS

Ordered As: 4075SS

Order Line Notes: DATE CODE 22K19L

< ORDER # 10111511996.-16374

**Miscellaneous**

Miscellaneous

Item no. Misc

1

**BUY AGAIN**



**Ace 1/3 hp 3,300 gph  
Thermoplastic Vertical  
Float Switch AC Sump  
Pump**

Ace 1/3 hp 3,300 gph  
Thermoplastic Vertical Float  
Switch AC Sump Pump

Item no. 48557

1

**BUY AGAIN**



**Prinsco Plastic Discharge  
Hose Kit 1-1/4 in. Dia. x 24  
ft. L**

Prinsco Plastic Discharge  
Hose Kit 1-1/4 in. Dia. x 24  
ft. L

Item no. 4752408

1

**BUY AGAIN**



HOME



REWARDS



MY STORE



SHOPPING



MORE



ORDER # 10111511996.-16374



ft. L

Prinsco Plastic Discharge  
Hose Kit 1-1/4 in. Dia. x 24  
ft. L

Item no. 4752408

1

BUY AGAIN

Dot's Pretzels Homestyle  
Pretzels 1 lb. Bagged

Dot's Pretzels Homestyle  
Pretzels 1 lb. Bagged

Item no. 9388844

1

BUY AGAIN

Subtotal (4 items)	\$119.96
Promo	-\$0.00
Tax	\$0.00
<b>Total</b>	<b>\$119.96</b>



You have earned **1,190**  
points with this order.



HOME



REWARDS



MY STORE



SHOPPING



MORE



4 - IBC Totes











[View motion photo](#)







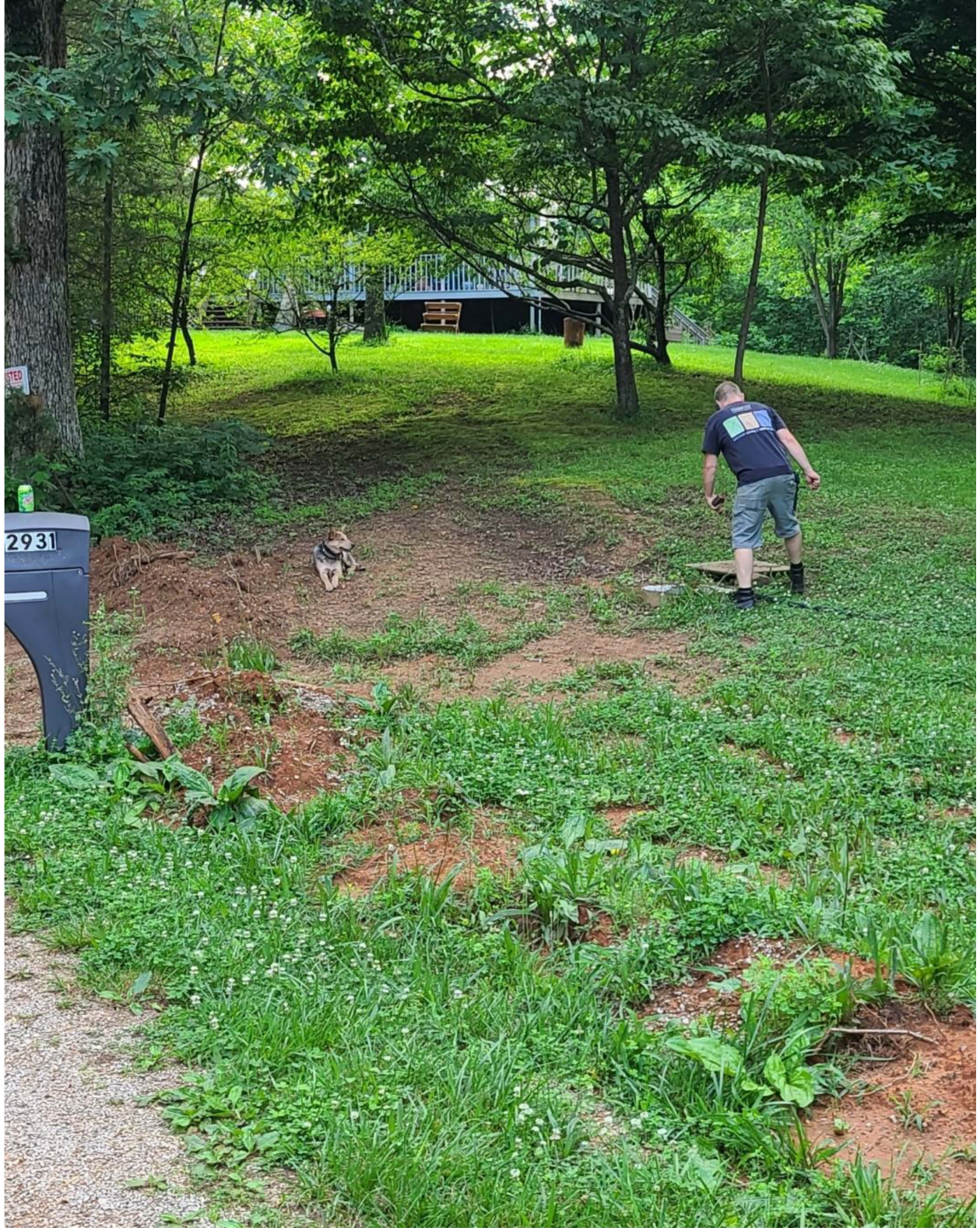


































6:47

FREE REPORT

4G LTE 30%



View motion photo



