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Thursday, December 5, 2019

DEC 11 2019

Randal E. Nielsen
4756 Morgantown Rd.
Russellville, KY 42276

PUBLIC SERVICE
COMMISSION

As a Sidebar to this response:

In preparing this response and releasing the complaint as "Resolved," we are suddenly out of water again this morning. While our Low Water Pressure issue has been resolved, apparently, the East Logan Water District continues to be unable to provide "Proactive" Leak Detection.

In their response to the initial complaint they commented they did, in fact, have a Leak Detection Department, but had a rollover in employees which were not familiar enough with the system to maintain proper monitoring of their system. The original complaint was submitted approximately six months ago. One would think by now the employees in the Leak Detection Department would have sufficient knowledge of the water system to prevent most major leaks and line breaks.

I would encourage the Kentucky Public Service Commission to be watchful over the number of annual line breaks, the number of customers impacted, and the time taken to repair these breaks through the required reports identifying these line breaks.

Respectfully,



Randal E. Nielsen

DEC 11 2019

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RANDAL E. NIELSEN

COMPLAINANT

EAST LOGAN WATER DISTRICT, INC.

DEFENDANT

CASE NO.
2019-00295

I, Randal E. Nielsen, do hereby acknowledge and confirm that the Low Water Pressure issue as reported in this complaint has been acceptably resolved after the East Logan Water District made corrections as listed in their response dated October 10th, 2019.

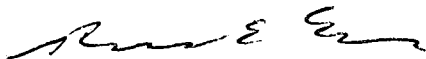
There have been no further problems with our water pressure either continually or on a time of day basis.

Thank you for your attention to this matter and the East Logan Water District's timely investigation and resolution.

1. *Confirm that the low-water pressure issue at 4756 Morgantown Road, Russellville, Kentucky, has been corrected.*

Case No. 2019-00295

Respectfully,



Randal E. Nielsen
4756 Morgantown Road
Russellville, KY 42276-8402

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RANDAL E. NIELSEN)	
)	
COMPLAINANT)	
V.)	CASE NO.
)	2019-00295
EAST LOGAN WATER DISTRICT, INC.)	
)	
DEFENDANT)	

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO RANDAL E. NIELSEN

Randal E. Nielsen (Mr. Nielsen), pursuant to 807 KAR 5:001, is to file with the Commission the original and two copies in paper medium of the following information, with a copy to all parties of record. The information requested herein is due within ten days of the date of this request. Responses to requests for information in paper medium shall be appropriately bound, tabbed, and indexed.

Each response shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Mr. Nielsen shall make timely amendment to any prior response if Mr. Nielsen obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Mr. Nielsen fails or refuses to furnish all or part of the requested information, Mr. Nielsen shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Mr. Nielsen shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Confirm that the low-water pressure issue at 4756 Morgantown Road, Russellville, Kentucky, has been corrected.


Gwen R. Pinson
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DATED NOV 26 2019

cc: Parties of Record

Case No. 2019-00295