RECEIVED

NOV 06 2020

PUBLIC SERVICE COMMISSION

November 2, 2020

KY Public Service Commission

PO BOX 615

Frankfort, Ky 40602-0615

Dear Sir or Madam:

This is a formal complaint and request for assistance against Southern Madison Water District (SMWD). Enclosed please find my description of the event, my plumber's description of the event, two neighbor's statements that were involved in the event, my attorney's open record request, their response which implied the customer had a leak (note the hand written note on the report while everything else except the signature was typed. This Customer Leak and date appear to have been written after the form was completed), my telephone records showing that I called 5 times in two days, their unreasonable charges of excess water use, and my letter requesting reimbursement for damages. Please note that Michelle Thompson lives about a mile from me on a private lane approximately ¼ mile off Dogwood Drive. She does not have a pump and her water pressure is so low that it takes 35-40 minutes for her washer to fill, yet she experienced the same excessive air pressure that I did. My attorney asked in a separate open records request if the water was turned off and back on at any time. While SMWD did not answer that question, they denied their turning the water on and off while the repair was made to Dr. Blank's house could have caused my damage. They did not explain how the excessive air pressure got into the system.

Also enclosed are their attorney's response and my rebuttal letter.

My system was clearly damaged when Southern Madison made a repair to Dr. Blank's water line coming into his meter from the main line. It took me a while to find Dr. Blank at home to learn that a customer leak as handwritten on SMWD's report was in fact <u>not</u> true. The leak was in Southern Madison's water line leading to Dr. Blank's meter. In order to make Dr. Blank's repair the main water line most likely was turned off at the main station at the beginning of South Dogwood Drive. That the water was off about a half day can be verified by yet another neighbor.

Thank you for investigating this matter. I have no problem paying for repairs to my system if it is my fault. However, since the damage occurred due to their repair actions, I view them as accountable and would like SMWD to reimburse me for those repairs.

If you have any questions please feel free to contact me at

Judy Keith

1085 S. Dogwood Drive

Mr. Tommy Bussell, Superintendent South Madison Water District PO BOX 220 Berea, Ky 40403

RE: Damage to my water system

Dear Mr. Bussell:

Enclosed is my description of events regarding water damage by extreme air pressure along with the licensed plumber's description. Also, two letters are enclosed to support my claim.

I do not for one minute believe that my entire system self-exploded and therefore hold Southern Madison Water District responsible for the damages.

I am asking your company to reimburse me for those repair expenses and ask that you communicate your intentions withing 5 working days of receipt of this request. Otherwise other actions will have to be taken. A list of the expenses incurred is enclosed. I do have cancelled checks and receipts for all items

Sincerely,

Judy Keith

1085 South Dogwood Drive

Berea, Ky 40403

Water damage expenses to 1085 S. Dogwood Drive, Berea, KY

Pump \$1,073.27

Fill valve and hose \$21.65

Adj Dual Aeratri 9.53

Lf Dnco Fem Aer 6.02

Plumber 425.00

140.00

80.00

65.00

Deduction in fee charged for water \$274.00 less \$13.00 my average bill X 2 months = \$248.00

Total \$2068.47

On July 24 or 25, 2020 my 15 year-old-grandson went into the bathroom to take a shower. He turned the water on so that the hot water could come in before he got into the shower. The shower head was violently spitting air with only drops of water. He yelled for me. I turned it off, then turned it back on and got the same response. I turned on the bathroom sink and got the same response. I turned on the kitchen sink and got the same response. I called my son; he said I had air in my water line and quickly researched what to do. As instructed by an internet search I went outside to turn on the outside faucet which was hooked to my water hose. When I turned on the water, the air pressure ruptured the water hose which was two years old. I left the water running outside and proceeded to turn on all water outlets inside as well as flushed the commode five times. The air pressure reduced enough so that my grandson could shower. The next morning we once again had air in the lines but continued to shower, wash clothes and dishes, cook, etc. indicating the pump was still working. I called Southern Madison Water supply to report the problem and was told that others had reported it already. When my pipes continued to have air in them, I called again and was told they were working on it. I called a third time and was told the problem had been fixed. My next water bill was 7 times higher than normal. It took me several weeks to find a plumber to make the necessary repairs. I asked the water company about records of water problems they had fixed during the time of my damage and was told they had no records of any problems. I requested my AT & T phone records and should have those soon. Because the commode continued to run after it was flushed and I was tired of having to turn the water off after each use, I replaced the parts inside the toilet myself. However, I brought a new metal hose and parts that were replaced by the licensed plumber. I also purchased a new water hose. The cold water on my bathroom faucet did not work and my kitchen sink cold water was leaking after the event.

After all these repairs were made the plumber and I discussed options for preventing future events like this so he also installed a check valve near the Southern Madison Water Company's connection to my line. He said the pressure release value might safe the system in the future but there were no guarantees.

My cottage is .8 of a mile from South Dogwood Drive and the pump is 2/3 of the way up that distance. The house is at 1600 feet elevation. All my water equipment was a little over a year old when the damage occurred.

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To whom it may concern,

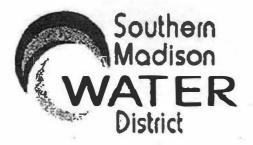
I am Jordan Rouland, and the purpose of this letter is to clarify the issues that I found with Judy Keith's pump system on august 7th 2020. I was called to Judy Keith's home to look for a water leak after she had high water bills. After a quick investigation of the pump station in between the house and the water meter, I found a gauge on which the front glass cover had broken and water was spraying from the gauge. This gauge was inline before the booster pump to read the incoming water pressure and in no way would it effect the pumps operation. I also noticed the pump spraying water from the motor shaft which meant internal damage of the pump gaskets at the very least. The 30-pound gauge that was installed was too small to handle the amount of excessive air pressure and shattered at about 100 pounds of pressure. The gauge shattering and other damage was caused by excessive air pressure in the line. After I removed the pressure gauge, I saw the glass had broken and the dial had bent as if a tremendous amount of pressure had run through the system. It is my opinion that the pump and gauge both started leaking at the same time due to a high-pressure event in the line. Most likely air pressure since it can be more volatile when running through a pump system. I installed a new booster pump, gauge, and pressure blow off valve to hopefully mitigate some damage if it were to occur again. I had to clean debris of plastic and rubber that shot through the line causing a kitchen sink faucet to leak and a bathroom faucet to be clogged which I repaired as well.

SOUTHERN MADISON WATER

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	FAX TRANSMITTAL
DATE:	9-15-2020
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TO:	Eaves, Olds, Bohannon & Floyd, PLLC
ATTENTION:	Mr. Stuart K. Olds
TELEPHONE:	859-623-3728
FAX:	859-623-4224
RE:	Work Orders in the South Dogwood area 6-24 & 25 2020.

Charles T. Bussell

Sincerely,

Manager/Superintendent

Southern Madison Water District

Dogwood Dr. Ber, Ky drocall very clearly having excessive air in my water septem on The 24, 25h 2020.

> Michelle Thomps 9-23-20

80NNIE BERRY Notary Public Kentucky - State at Large My Commission Expires Apr 13, 2022

Danie 9/23/20

Kenneth W. Blank PhD MPH MS 823 South Dogwood Drive Berea, KY 40403 859-358-2503 26-Sept-20

Judy Keith, Ed. D. 1085 S. Dogwood Berea, KY 40403

Dear Dr. Judy Keith,

Per our discussion on Saturday 26-Sept-20, I did have a water leak earlier this year. I do not recall the exact date, but based on the paperwork you provided to me from Southern Madison Water, a date of 25-June-20 does seem to be correct.

The events began by me noting that the ground near the water meter was saturated and there was standing water on the surface of the ground. I called the Southern Madison Water District (water company) to report the leak. A few hours later, I noted a water truck in our driveway so I went out and talked with the person in the truck. I was informed that it was a water leak and they observed the water meter for some time and it showed zero water use, so it was determined the leak was on the water company's side of the water meter. I was informed that they were waiting on a crew to arrive to excavate the soil to reach the leak. I was informed that this was not an issue that would impact my bill in any way because it was on the water company's side of the meter. Shortly after my discussion, the crew of two individuals arrived to excavate the leak. At that time I began mowing my yard. About an hour into the excavation, I talked with the crew and they were about a meter down and had not located the leak. They stated the leak had likely been present for an extended period of time, but because of the lay of the ground, it had taken an extended time period for the water to finally percolate to the surface. I then continued to cut grass and upon finishing, about 2 ½ hours later, the crew was gone, the excavation was filled in and they replaced the cover over the water meter. There were no other issues.

During my conversation with you on 26-Sept-20, you asked if they had to shut off water in the main water line and I informed you that I was not informed if that action was required.

To the best of my knowledge, this is the sequence of events that occurred regarding the water leak at my private residence of 823 South Dogwood Drive, Berea, KY 40403.

Best Regards,

Kenneth Blank PhD, MPH, MS

26-50Rt-20



Page:

Issue Date:

38 of 54

Account Number:

Jul 12, 2020

JDY M. KEITH

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41am	BOONE KY	859.818.3838	SDDV		1	\$0.00	\$0.00
42am	COVING KY	859.462.8555	SDDV		2	\$0.00	\$0.00
43pm	INCOMI CL	540.562.4679	SDDV		9	\$0.00	\$0.00
nday, J	un 14						
16pm	INCOMI CL	859.779.1800	SDDV		5	\$0.00	\$0.00
21pm	RICHMO KY	859.200.1937	SDDV		2	\$0.00	\$0.00
22pm	CALL WAIT	859.200.1937	SDDV	CW	2	\$0.00	\$0.00
23pm	BEREA KY	859,986,1013	SDDV		3	\$0.00	\$0.00
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11.57am	COVINGICY	859.462.8554	SDDV		1	\$0.00	\$0.00
1158am	LOUISV KY	502.384.0735	SDDV		1	\$0.00	\$0.00
1221pm	COVING KY	859.462.8555	SDDV		1	\$0.00	\$0.00
1≥34pm	COVING KY	859.462.8555	SDDV		1		
	INCOMICL	859.582.0351				\$0.00	\$0.00
0139pm			SDDV		1	\$0.00	\$0,00
0212pm	INCOMI CL	859.986.3595	SDDV		4	\$0.00	\$0.00
mq00:80	COVING KY	859.462.8554	SDDV		1	\$0.00	\$0.00
08:03pm	INCOMICL	859,462,8554	SOOV		2	\$0.00	\$0.00
Saturday,	Jun 20						
03:09pm	SHREVE LA	318_518.4535	SDOV		11	\$0.00	\$0.00
Sunday, J							
01:01pm	INCOMICL	859.462.8554	SDOV		1	\$0.00	\$0.00
08:16pm	INCOMICL	502.333.9130	SDDV		2	\$0.00	\$0.00
Monday.	iun 22						
0814pm	COVING KY	859.462.8554	VOGS		1	\$0.00	\$0.00
Tuesday.	ES nut						
01:13pm	RICHMO KY	859.358.3549	VOCE		1	\$0.00	\$0.00
0113 pm	RICHMO KY	859.248.4606	SDDV		1	\$0.00	\$0.00
01:15pm	INCOMI CL	443.864.7569	SDDV		7	\$0.00	\$0.00
03:01pm	DENVER CO	303.475.1136	SDOV		19	\$0.00	\$0.00
06:07pm	COVING KY	859.462.B554	SDDV		2	\$0.00	\$0.00
06:08pm	COYING KY	859.462.8554	SDDV		2	\$0.00	\$0.00
	ay, Jun 24					75.00	
12-21pm	BEREA KY	859 986 9119	SDDV		1	\$0.00	\$0.00
12-22 pm	BEREA KY	859.986.9119	SDDV		1	\$0.00	\$0.00
03:49pm	RICHMO KY	859.582.0351	SDDV		i	\$0.00	\$0.00
03:58pm	INCOMICL	859.582.0351	SDDV		1	1000000	
0552pm	INCOMI CL	859,462,8554	SDDV		4	\$0.00	\$0.00
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03:42pm	BEREA KY	859.985.9031	SDDV	Special Co.	1	\$0.00	\$0.00
0559pm	COVING KY	859.462.8554	SDDV		1	\$0.00	\$0.00
0828pm	INCOMICL	502_333.9130	SDDV		1	\$0.00	\$0.00
08:37pm	CINCIN OH	513.526.0662	SDDV		1	\$0.00	\$0.00
Friday, Ju	n 26						
11:18am	LOUISY KY	502,384,0735	SDDV		5	\$0.00	\$0.00
1231pm	FRANKE KY	502.564.2900	SDOV		2	\$0.00	\$0.00
12:37pm	ROANOK VA	540.562.4679	SDOV		7	\$0.00	\$0,00
0132pm	BEREA KY	859.986.9031	SDOV	-	1	\$0,00	\$0.00
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0239pm	FRANKF KY	502 564 2900	SDOV		2	\$0.00	\$0.00
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03:09pm	FRANKF KY	502.564.2900	SDDV		Z	\$0.00	\$0.00
03:16pm	FRANKE KY	502.564.2900	SDOV		2	\$0.00	\$0.00
03:25pm	FRANKE KY	502.564.2900	SDDV		2		
	FRANKF KY				2	\$0.00	\$0.00
03:28pm		502.564.2900 503.564.2900	SDDV			\$0.00	\$0.00
03:38pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
03:23bw	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
04:19pm	FRANKE KY	502.564.2900	SDDV		2	\$0.00	\$0.00
04/31pm	FRANKE KY	502.564.2900	SDDV		2	\$0.00	\$0.00
0436pm	FRANKF KY	502.564.2900	SDDA		2	\$0.00	\$0.00
04:43pm	FRANKF KY	5025642900	SDDV		2	\$0.00	\$0.00
44.	CO ANALISE LOS	700 F4 . 0000				4	

SDDV

04:57pm FRANKF KY 502.564.2900

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EAVES, OLDS, BOHANNON & FLOYD PLLC

TITORXEYS ATLANC

MORRIS & FLOYD DAVID L BOHANNON MICHAEL R EAVES STUART K OLDS 218 WEST MAIN STREET RICHMOND, KENTUCKY 40475 PHONE: 859-623-3728 • FAX: 859-623-4224

September 10, 2020

Tommy Bussell, Superintendent Southern Madison Water District PO Box 220 Berea, KY 40403

> RE: Problems in the Water System in the South Dogwood Drive Area Occurring on or About June 24 or 25, 2020

Mr. Bussell:

I apologize for the inconvenience, but the dates that Mrs. Keith experienced difficulties with her water system were actually *June 24th or 25th*, not July 24th or 25th at 1085 South Dogwood Drive, Berea, KY 40403. On or about June 24th or 25th, she experienced substantial difficulties with her water system.

We would like to request copies of any complaints reported by any other parties in the South Dogwood Drive area on those dates and/or any difficulties logged in your system by your employees, including any repairs that may have been made to your system on either of those dates.

In the documentation provided; please provide the name, address, and contact information of anyone who made such complaints, the method the complaint was reported, and any remediation measures taken to resolve the complaint.

With regard to any documentation that may be in your system; please provide any test results, metering reports, diagnostic reports, or reports of any first-hand visualization of any difficulties reported by any of your employees together with documentation regarding the measures taken to remedy such issues.



400 RICHMOND ROAD NORTH, SUITE C BEREA, KENTUCKY 40403

Frankle C. Blevins, Jr. Tracy Todd Blevins

Telephone 859.985.5410 Facsimile 859.985.5482 www.Blevinst.aw.net

October 21, 2020

Judy Keith 1085 South Dogwood Dr Berea, KY 40403

RE: Water System at 1085 South Dogwood Drive, Berea, Kentucky

Ms. Keith:

I represent Southern Madison Water District ("SMWD"). I am in receipt of your October 12, 2020 letter and I reviewed the letter along with the attachments. After a thorough investigation, SMWD does not believe it is responsible for the issues with your water system. The following is a summary of how SMWD reached its conclusion.

All of the alleged damage was sustained to your pump and your service line(s) on your side of the meter. SMWD is not responsible for pumps or service lines beyond the SMWD meter. You allege that there was air in the line, which caused the damage to your pump and line(s); however, we have no record of air being in the water line(s) anywhere near the time you allege the air traveled through the line.

The only other water line issue around the time of your allegations occurred on or about June 25, 2020 and was associated with the water line of Ken Blank at 823 South Dogwood Drive, Berea, Kentucky. SMWD produced the service record for Mr. Blank in response to your open records request and you attached same to your October 12, 2020 letter. While there was a leak with Mr. Blank's line, that leak would not have caused air to travel through the main water line and through your service line resulting in the damages you allege. In short, the leak associated with Mr. Blank's water leak is in no way associated with your experience.

While reviewing the letter of your plumber, Jordan Rouland, we noticed that upon his inspection he found a 30-pound gauge installed on your water pump. Mr. Rouland's letter and opinion indicated that the 30-pound gauge was too small and he replaced it with a 100-pound gauge. Mr. Rouland also noted that he also installed a pressure blow off valve to mitigate damage in the event the pump experienced higher pressure in the future. Based on Mr. Rouland's opinion, your water pump needed a 100-pound gauge instead of

a 30-pound gauge and needed a pressure blow off valve. The water pump is located on your side of the meter, was purchased by you and installed at your direction. If the water pump was installed incorrectly or installed without the proper gauges or valves, it is not the fault or responsibility of SMWD.

Based on the foregoing, SMWD is of the opinion that it is not responsible or liable for any damages you experienced with your water pump or line(s) on your side of the meter.

Sincerely,

Frankie C. Blevins, Jr.

October 29, 2020

Mr. Frankie C. Blevins, Jr.

Blevins Law

400 Richmond Road North, Suite C

Berea, Ky 40403

RE: Water System at 1085 S. Dogwood Drive, Berea, Ky

Dear Mr. Blevins:

Your letter dated October 21, postmarked October 23, was received on October 28. The Superintendent of Southern Madison Water Supply signed for my certified letter on October 14. He was given 5 days to respond to me with a positive response before I took further action.

The purpose of this letter is to correct the misinformation in your letter used to justify your conclusion that Southern Madison is not responsible for damage done to my system.

The leak to Mr. Blank's property was not in his line. It was in Southern Madison Water District's line to his property.

There was nothing wrong with the initial installation of my water system. It was installed by a team of licensed plumbers and inspected by the state as required by law. The licensed plumber who made the repairs does not state nor does he imply that anything about the installation was done incorrectly. He did not install a 100 pound pressure gauge. He states that the 35 pound pressure gauge could not withstand the air pressure he estimated to be 100 pounds in order to shatter the gauge, damage the pump and cause not only air but particles of debris to be sent almost a half mile uphill to my clog my faucets and to cause my water hose to rupture. In my canvas of neighbors, one very pregnant lady told me her water was off several hours during the day Dr. Blank's repairs were made. She lives between Michelle Thompson who verified the excessive air pressure and Dr. Blank who confirmed the repairs took several hours. Clearly, the water serving South Dogwood Drive was cut off and cut back on by Southern Madison Water District employees. What other explanation can there be for the excessive air pressure? My complaint regarding this issue was filed immediately after the deadline. Your letter will be forwarded along with this response.

Respectfully,

Judy Keith, Ed.D.

November 2, 2020

Mr. Tommy Bussell, Superintendent

South Madison Water District

PO BOX 220

Berea, Ky 40403

RE: Open Records Request

Dear Mr. Bussell:

Pursuant to KY Open Records Law

Please provide me with the names and addresses of your current board members.

Thank you.

Judy Keith, Ed.D.

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renewctr@gmail.com | Standard View | Google Account | Settings | Help | Sign out



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(Newer 6 of about 133 Older)

@Fri, Oct 30, 2020 at 2:54 PM

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Southern Madison Water District Complaint

Daniell, Robert (EEC)<robert.daniell@ky.gov>

To: "renewctr@gmail.com" <renewctr@gmail.com>

Reply | Reply to all | Forward | Print | Delete | Show original

Ms. Keith.

The Division of Water has reviewed the information you provided. Please be advised that the Division has no authority over repair and billing disputes with drinking water systems. Perhaps you may want to share this information with the Public Service Commission complaint system at https://psc.ky.gov/Home/Complaints.

If you have further questions, feel free to contact me.

Rob Daniell, Supervisor

Frankfort Regional Office

Field Operations Branch

Division of Water

502-782-6348

Scanned from a Xerox Multifunction Printer.pdf

319K View as HTML Scan and download

Reply | Reply to all | Forward | Print | Delete | Show original

Judy Keith

Sat. Oct 31, 2020 at 10:44 AM

To: *Daniell, Robert (EEC)* <robert.daniell@ky.gov>

Reply | Reply to all | Forward | Print | Delete | Show original

Mr. Daniell, Thank you for your response. Perhaps I misunderstood the information on your website. Who does investigate unethical business practices? You will receive a second mailing from me as I received a response from their lawyer and felt compelled to challenge the misinformation it contained. Judy Keith, Ed.D.

- Show quoted text -

Judy Keith

To: "Daniell, Robert (EEC)" < robert.daniell@ky.gov>

Mon. Nov 2, 2020 at 8:50 AM

Reply | Reply to all | Forward | Print | Delete | Show original

Thanks so much for your help. Stay safe. Judy Keith

Sent from my iPhone

- > On Nov 2, 2020, at 8:32 AM, Daniell, Robert (EEC) specification.com/robert.daniell@ky.gov wrote:
- > The PSC would be the best place to start. You can call 502 564-3940 at the PSC and file a complaint or use the link I sent you.

- Show quoted text -

Quick Reply

To: "Daniell, Robert (EEC)" <robert.daniell@ky.gov>

More Reply Options

	r	
Send	Save Draft	✓ Include quoted text with reply

Back to Search results

More Actions... ▼ Go

Newer 6 of about 133 Older

Search accurately with <u>operators</u> including from: to: subject:.

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Gmail view: standard | basic HTML Learn more

Terms - Privacy - Grail Blog - Google Home

Windstream Webmail

smwdctb@windstream.net

RE: Keith

From: Tutt, Rosemary (PSC)

<Rosemary.Tutt@ky.gov>

Subject: RE: Keith

To: smwdctb@windstream.net

Thank you.

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch, Manager
211 Sower Blvd.
Frankfort, KY 40601
Office: 502-782-2576

Mon, Nov 09, 2020 03:45 PM

RECEIVED

NOV 1 8 2020

PUBLIC SERVICE
COMMISSION

From: smwdctb@windstream.net <smwdctb@windstream.net>

Sent: Monday, November 9, 2020 3:36 PM

To: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>

Subject: Re: Keith

I will get you all the information that we have sent Ms. Keith. Just a little information for now her meter in located on South Dogwood and her house is approximately 8 tents of a mile on top of a hill from the meter. She had a inline pump installed on her service to get the water on to her house. We have records showing that her line or pump must have been leaking because of her usage going up and finally I believe her line blew the rest of the way out. We did not have a main leak during the time frame she is talking about. Again I will get you the information.

Thanks Tommy

From: "Tutt, Rosemary (PSC)" Rosemary.Tutt@ky.gov>
To: "smwdctb@windstream.net" < smwdctb@windstream.net>

Sent: Monday, November 9, 2020 10:37:23 AM

Subject: Keith

8/28/2020 Edit Customer

Account Number Customer Name Location Home Phone	02005350-00 KEITH, JUD 02005350; 1 (859) 806-62	Y B 085 S DOGWOOD DR						
Details Locations	Services M	eters Billed Reads Transact	lons Billing Address Rate Co	odes Statement Customer C	are (6) What-If?			
Location	02005350 : 10	085 S DOGWOOD DR	~		Print Current Reads			
Service	Water (No sta	art date - No end date)	v]					
Meter	12513493 : 9	037065	~	Meter Install Date	No Install Date			
Max Read Date	8/31/2020	Show R	ours					
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BEREA, KENTUCKY 40403

Frankie C. Blevins, Jr. Tracy Todd Blevins

Telephone 859.985.5410 Facsimile 859.985.5482 www.BlevinsLaw.net

October 21, 2020

Judy Keith 1085 South Dogwood Dr Berea, KY 40403

RE: Water System at 1085 South Dogwood Drive, Berea, Kentucky

Ms. Keith:

I represent Southern Madison Water District ("SMWD"). I am in receipt of your October 12, 2020 letter and I reviewed the letter along with the attachments. After a thorough investigation, SMWD does not believe it is responsible for the issues with your water system. The following is a summary of how SMWD reached its conclusion.

All of the alleged damage was sustained to your pump and your service line(s) on your side of the meter. SMWD is not responsible for pumps or service lines beyond the SMWD meter. You allege that there was air in the line, which caused the damage to your pump and line(s); however, we have no record of air being in the water line(s) anywhere near the time you allege the air traveled through the line.

The only other water line issue around the time of your allegations occurred on or about June 25, 2020 and was associated with the water line of Ken Blank at 823 South Dogwood Drive, Berea, Kentucky. SMWD produced the service record for Mr. Blank in response to your open records request and you attached same to your October 12, 2020 letter. While there was a leak with Mr. Blank's line, that leak would not have caused air to travel through the main water line and through your service line resulting in the damages you allege. In short, the leak associated with Mr. Blank's water leak is in no way associated with your experience.

While reviewing the letter of your plumber, Jordan Rouland, we noticed that upon his inspection he found a 30-pound gauge installed on your water pump. Mr. Rouland's letter and opinion indicated that the 30-pound gauge was too small and he replaced it with a 100-pound gauge. Mr. Rouland also noted that he also installed a pressure blow off valve to mitigate damage in the event the pump experienced higher pressure in the future. Based on Mr. Rouland's opinion, your water pump needed a 100-pound gauge instead of

a 30-pound gauge and needed a pressure blow off valve. The water pump is located on your side of the meter, was purchased by you and installed at your direction. If the water pump was installed incorrectly or installed without the proper gauges or valves, it is not the fault or responsibility of SMWD.

Based on the foregoing, SMWD is of the opinion that it is not responsible or liable for any damages you experienced with your water pump or line(s) on your side of the meter.

Sincerely

Frankie C. Blevins, Jr.

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KEITH, JUDY B	1085	s DOGWOO	D DR Berea	, KY			230910
Customer Care #	Contact Na	me			Mary No.	Cont	act Phone
	JUDY B K	EITH				(859)	806-6236
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Southern Madis	son Water					282
Order Date	Required By	Date Scheduled	Actual B	egin Date		
7/16/2020 1:45:51 PM			7-11	-20	2!	00
Closed Date	Created By	Updated By	Completed		Assigned To	
	jesse	jesse	Dat	5.41.		
Order Number Accoun	nt# Location#:	Route	Work Order		Service	Туре
282	02006700 :	Handhelds	Check Leal	Utility Side		
Billing Customer Name	Service Addres	is	Marine Marin		External	System ID
FAIN, STEVE	1183 SOUTH [OOGWOOD DR Berea	KY		4590	
Customer Care #	Contact Name			Contac	t Phone	
	STEVE FAIN			(859) 9	86-7520	
Locate/Request Number	Date/Time Located	Date/Time Called	In Latitude	TREATMENT OF	Longitude	
Follow Up Date	Follow Up Action	Follow	/ Up Completed	On Follow	Up Completed	Ву
Check V	alve	WO Only Reading/W	ater Loss			
In System ? No At Locati	on? Yes 🗆 No 🗆	0				
Field Notes		un Salama estat de la companya de l	SALEM - OFFICE		TO THE REAL PROPERTY.	
Special Instructions			B. S. Ostobase Chin			
ABOVE HIS GARAGE Meter Info Meter S/N	Read Date Electron	nic ID Booster ID	Last Read	Service	Meter Size	Final Reading
None 10966662	06/01/2020 13497		153,300	Water	3/4"	
Item	Description			Qty/Hou	ırs E	xtended Amt
	3/4" x3" R	Epair ClAN				

C-54

Southern Madis	son Water							304
Order Date	Required By	D	ate Scheduled		Actual Begin	Date	is the street	
7/21/2020 11:53:13 AM					7-21-	20		
Closed Date	Created By	Upd	lated By	Y minus	Completed By		Assigned To	
	jesse	jess	e		E. WhII	< NA	Idlzs	
Order Number Account	Order Number Account # Location # : R		Route		Work Order Type		Service Type	
304	01	011000 : Handl	helds	C	Check Leak Utility Side			
Billing Customer Name	Service	e Address	23/1/2012	HAVE.	4-167 Burg	2-24	External	System ID
TAYLOR, GARY L.	741 S	OUTH DOGW	OOD DR Berea	a, KY			1014	
Customer Care #	Contact Na	me	and the	- Jakon	100000	Contact	Phone	ICAN TO V
	GARY L.	TAYLOR				1		
Locate/Request Number	Date/Time	Located [Date/Time Calle	ed In	Latitude		Longitude	
Follow Up Date	Follow Up	Action	Foll	low Up C	ompleted On	Follow L	Jp Completed	1 Ву
Check V	alve	WO	Only Reading/	Water Lo	oss	COLUMN TO SERVICE		
In System ? No At Location	on? Yes 🗆 N	lo 🗆 0						
Field Notes					100000000000000000000000000000000000000		VEFT COL	
1-21-20 3	1 1 2	14-0	F. W					
11:30	14× 3 4	nap	$\mathcal{E}.\omega$					
50			5.00					
Meter Info Meter S/N	Read Date	Electronic ID	Booster ID	Last Re		vice	Meter Size	Final Reading
None 10968589	06/01/2020	13496879	0	304,8	00 Wa	ater	3/4"	1 4 4 4 4 4
Item	Descr	iption		100	invariants stor	Qty/Hour	'S E	xtended Amt
					_			
					-			



FAX TRANSMITTAL

DATE:9-	<u>15-2020</u>				
Pages (including cover):2					
TO:	Eaves, Olds, Bohannon & Floyd, PLLC				
ATTENTION:	Mr. Stuart K. Olds				
TELEPHONE:	859-623-3728				
FAX:	859-623-4224				
RE:	Work Orders in the South Dogwood area 6-24 & 25 2020.				
Sincerely					

Charles T. Bussell

Manager/Superintendent

Southern Madison Water District

* * * Communication Result Report (Sep. 15. 2020 9:44AM) * * *

Date/Time: Sep. 15. 2020 9:43AM

File No. Mode	Destination	Pg(s)	Result	Page Not Sent	
3557 Memory TX	6234224	P. 2	OK		

Reason for error
E. 1) Hang up or line fail
E. 3) No answer
E. 5) Exceeded max. E-mail size

E. 2) Busy
E. 4) No facsimile connection



FAX TRANSMITTAL

DATE: ______9-15-2020

Pages (including cover): _2_

TO:

Eaves, Olds, Bohannon & Floyd, PLLC

ATTENTION:

Mr. Stuart K. Olds

TELEPHONE

859-623-3728

FAX:

659-623-4224

RE:

Work Orders in the South Bogwood area 6-24 & 25 2020.

Shipercy,

Charles T. Bussell
Manager/Superintendent
Southern Madison Worker District