

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

FAST FLOW PLUMBING, LLC)	
)	
_____)	CASE NO.
)	2024-00047
ALLEGED VIOLATION OF UNDERGROUND)	
FACILITY DAMAGE PREVENTION ACT)	

INITIATING ORDER FOR ALLEGED 811 VIOLATION OF THE KENTUCKY
UNDERGROUND FACILITY DAMAGE PREVENTION ACT

(Se proporciona la traducción al español de este documento como anexo/apéndice C.)

Fast Flow Plumbing, LLC (Fast Flow Plumbing) has been named as a party to an investigation before the Kentucky Public Service Commission (Commission) for allegedly violating the Kentucky Underground Facility Damage Prevention Act (Act).¹ A hearing in this case shall take place on April 26, 2024.

Pursuant to KRS 278.495(2), the Commission has jurisdiction to regulate the safety of natural gas facilities in Kentucky and to enforce minimum federal pipeline safety standards. Under the Act, the Commission has authority to investigate and assess civil penalties for any violation of the Act that results in excavation damage to an underground facility used to transport natural gas or hazardous liquid subject to federal pipeline safety laws, 49 U.S.C. § 60101, et seq. Any person who violates any provision of the Act is subject to assessment of a civil penalty in the amount of \$250 for the first offense, no more than \$1,000 for the second offense within one year, and no more than \$3,000 for

¹ KRS 367.4901 through KRS 367.4917.

the third and any subsequent offense. Additionally, any person whose violation of the Act results in damage to an underground facility containing any flammable, toxic, corrosive, or hazardous material or results in the release of any flammable, toxic, corrosive, or hazardous material is subject to an additional penalty of up to \$1,000.

Following receipt of a report of excavation damage to its underground gas pipeline from an operator, Commission Staff (Staff) conducted an investigation and prepared an Incident Report, a copy of which is attached to this Order as Appendix A. In its Incident Report, Staff cites Fast Flow Plumbing for violation of the following provision of the Act:

KRS 367.4911(10) – When excavation or demolition is necessary within the approximate location of the underground facility, the excavator shall hand-dig or use nonintrusive means to avoid damage to the underground facility.

Based on its review of the Incident Report and being otherwise sufficiently advised, the Commission finds prima facie evidence that Fast Flow Plumbing violated the Underground Facility Damage Prevention Act. The Commission further finds that a formal investigation into the excavation damage incident shall be conducted.

IT IS THEREFORE ORDERED that:

1. Fast Flow Plumbing shall submit to the Commission, via email sent to PSCED@ky.gov with the case number of this proceeding in the subject line of the message, a written response to the allegations contained in the Staff Incident Report within 20 days of receipt of this Order.

2. Fast Flow Plumbing shall appear on April 26, 2024, at 9 a.m. Eastern Daylight Time, in the Richard Raff Hearing Room of the Commission's offices at 211 Sower Boulevard in Frankfort, Kentucky, for the purpose of presenting evidence concerning the alleged violation of the Underground Facility Damage Prevention Act.

3. The April 26, 2024 hearing shall be conducted via video conferencing.

4. Fast Flow Plumbing shall attend the hearing by using the following link: <https://meet.goto.com/pscformalhearing/psc-damage-prevention-hearing>; information and instructions are attached to this Order as Appendix B.

5. Fast Flow Plumbing shall notify the Commission at least ten days prior to the hearing if Fast Flow Plumbing is unable to appear by video conferencing and will therefore appear in person.

6. Any partnership, corporation, or business entity (including a limited liability company) must be represented by an attorney licensed to practice law in Kentucky, and such representation includes the filing of papers with and appearances at hearings before the Commission.

7. An individual may submit a response to the allegations contained in the Staff Incident Report without the representation of an attorney.

8. The Staff Incident Report 55520, attached to this Order as Appendix A, is made a part of the record in this case.

9. The April 26, 2024 hearing shall be recorded by video only.

10. Please note parties who fail to appear after service will be subject to entry of a default judgment against them.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner



ATTEST:


Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00047 DATED MAR 04 2024

EIGHTEEN PAGES TO FOLLOW

PIPELINE DAMAGE INVESTIGATION REPORT

Investigation Information

Investigator Eric Tout **Incident ID** 55520 **Investigation** 10491
Incident Date 3/8/2023 12:13:00 PM **Report Submitted** 4/6/2023

Operator Information

Operator Columbia Gas of Kentucky, Inc.
Phone (859) 537-2123 **Reported By** James Rice
Email JamesRice@NiSource.com

Incident Location 245 Montgomery Ave
Versailles KY 40383 **Locate Ticket Number** 230650743

County Woodford

Excavator Information

Excavator Zach Brown **Organization ID**
Fast Flow Plumbing
Phone 859-756-3508 **Email** ztybrown1@gmail.com
Address 1095 Majaun Rd Suite A **Locate Ticket Number** 230650743
Lexington KY 40511

Damage Report (DR) Summary

Excavation Within 24" (Tolerance Zone)	Gas Or Hazardous Liquids		Type Of Equipment Used	Cost of Damage	Amount Billed
	Contained	Released			
Yes	Yes	Yes	Mechanized/Excavator	\$1,500.00	\$1,500.00

The DR is included as Attachment 1.

Locate Ticket (LT) Summary

Ticket #	Valid	Initial Date	Expiration Date (21 calendar days from initial date)	Incident Date	# of Days Expired	Within Scope of Excavation
230650743	Yes	03/06/23	03/27/23	03/08/23	N/A	Yes

The LT is included as Attachment 2.

SUPPORTING DOCUMENTS

On 08/01/23, the Operator, Columbia's James Rice, provided supporting documents.
Columbia's supporting documents are included as Attachment 3.

VIOLATIONS¹

KRS 367.4911(10) When excavation or demolition is necessary within the tolerance zone, the excavator shall hand-dig or use nonintrusive means to avoid damage to the underground facility.

¹ A revision of the Underground Facility Damage Prevention Act took effect on January 1, 2022. All incidents of damage dated prior to January 1, 2022 will be reviewed under the former version of the Act

PIPELINE DAMAGE INVESTIGATION REPORT

of Offences Within 365 Days

(Including this incident)

Excavator	Last Offence Incident #	Last Offence Incident Date	Revert to 1st Offence Date (Last Offence Date +366 Days)
3 rd or Subsequent	55520	03/08/23	03/08/24
2 nd	55007	08/26/22	08/27/23
1 st	54638	05/05/22	05/06/23
Resolved Incidents			
1 st	53541	04/27/21	04/28/22

Attachment 1

Gas Excavation Damage Report

Columbia Gas of Kentucky, Inc.

Submitted 4/6/2023 Incident ID: 55520

[Set back to Edit](#)

[Staff Edit](#)

[Print \(PDFForm.aspx?Rpt=GasInvestigation&IG=55520\)](#)

Reported By:

Name: James Rice
Phone: (859) 537-2123
Email: JamesRice@NiSource.com

Gas Line Incident Occured:

Date: 3/8/2023
Time: 12:13 PM

Details:

Reported Date: 4/6/2023 5:06 PM

Incident Location Address:

Location:
Address: 245 Montgomery Ave
City: Versailles
State: KY
County: Woodford
Zip: 40383
Confirm Code:

Number of Customers out: 1

Was gas or hazardous liquids contained in the underground facility?

Was gas or hazardous liquids released into the atmosphere?

Locate Request Ticket No.: 230650743

Excavator: Contractor

Excavator Address:

First Name: Zach

Last Name: Brown

Organization ID:

Company: Fast Flow Plumbing

Phone: 859-756-3508

Email: ztybrown1@gmail.com

Address: 1095 Majaun Rd Suite A

City: Lexington

State: KY

Zip: 40511

Confirm Code:

Excavation Damage: Other insufficient excavation practices

Description of Incident Fast Flow Plumbing struck a plastic one-inch natural gas service line with mechanized equipment.

Summary Information

4/6/2023

Full details such as the cause	Fast Flow Plumbing was working in an area with a locate ticket. While digging to install a water line, Fast Flow Plumbing struck a plastic one-inch natural gas service line with mechanized equipment (excavator) causing damage to the accurately marked line.
Extent of the damage	A plastic one-inch natural gas service line was severed, and the line was repaired.
Cost of the damage	\$1,500.00
Steps taken to prevent re-occurrence	CKY employee's advised Fast Flow Plumbing of the KY 811 Dig Law, and to use caution within the tolerance zone of a marked facility.
Amount billed to excavator	\$1,500.00

Attachment 2

Kentucky 811

Ticket no	230650743	Type	EMERGENCY CALL
Request date	03/06/23 10:18 am		
Start date	03/06/23 12:30 pm		
Expiration date	03/27/23 11:59 pm		

Excavator information

Excavator name	FAST FLOW PLUMBING		
Address	1095 MAJAUN RD, SUITE A LEXINGTON, KY 40511		
Company phone	859-324-3257		
Requested by	ZACHARY BROWN	Phone	859-324-3257
On-site name	ZACHARY BROWN	On-site phone	859-324-3257
Contact email	ztybrown1@gmail.com		

Excavation information

Type of work	EMERGENCY - REPAIR WATER AND SEWER SERVICE		
Depth (ft)	5	Explosives	N
Area marked	Y		
Job name/number			
Work done for	JOHN KELLY		

Location information

County	WOODFORD	City	VERSAILLES
Address/street	245 MONTGOMERY AVE		
Nearest intersecting street	CHURCH ST		
Location of work	MARK ENTIRE PROPERTY.		
Comments	CREW IS ON SITE.		
Map Coord			
NW Lat 38.0486837	Lon -84.7247617	SE Lat 38.0480363	Lon -84.7244871

Members notified

Company name	District	Type	Status
KENTUCKY UTILITIES	0326	E	No Conflict - The KY811 member has no facilities in the area of excavation described.
COLUMBIA GAS	2623	PIPELINE	Marked - The approximate location has been marked. File a 2ND NOTICE with KY811 if marks are not complete and accurate.

Map



Attachment 3

Tout, Eric V (PSC)

From: Rice \ James \ D <jamesrice@nisource.com>
Sent: Tuesday, August 1, 2023 4:07 PM
To: Tout, Eric V (PSC)
Subject: RE: 55520,3/8/2023, 245 Montgomery Ave., Versailles, Fast Flow Plumbing
Attachments: 245 Montgomery Av - Pics.pdf; 245 Montgomery Av - Ver - Other insufficient excav pract.pdf; KY23-1033 Claim invoice.pdf; KY23-1033 Claim letter.pdf

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

This Message Originated from Outside the Organization

This Message Is From an External Sender.

Report Suspicious

Hi Eric,

See attached.

-james

From: Tout, Eric V (PSC) <ericv.tout@ky.gov>
Sent: Tuesday, August 1, 2023 7:01 AM
To: Rice \ James \ D <jamesrice@nisource.com>
Subject: 55520,3/8/2023, 245 Montgomery Ave., Versailles, Fast Flow Plumbing

USE CAUTION: This email was sent from an external source. Think before you click links or open attachments. If suspicious, please forward to security@nisource.com for review.

Hello James,

Please send repots, photos pre & post, invoices and payment info (copy of check) if paid.

Thanks,

Eric V. Tout
Kentucky Public Services Commission
Division of Inspections / Damage Prevention
211 Sower Blvd., Frankfort, KY 40601
Office: 502-782-2622
Fax: 502-564-1582



PSC Gas Excavation Damage Report

Excavation Damage Occurred

Date: 03/08/2023

Time: 12:13 PM

JO #: 23-1725710-00

Incident Location

Address: 245 Montgomery Ave

City: Versailles

County: Woodford

Zip: 40383

Cust. Lost: 1

Was gas released into the atmosphere? Y

Locate Request Ticket Number: 230650743

Excavator Information

Excavator Type: Contractor

First Name: Zach

Last Name: Brown

Company: Fast Flow Plumbing

Phone: 859-756-3508

Email: ztybrown1@gmail.com

Address: 1095 Majaun Rd Suite A

City: Lexington

State: KY

Zip: 40511



Incident Details

KY PSC - Cause of Damage: Other insufficient excavation practices

Columbia DIMP Root Cause: Excavator Error/Exercise reasonable care

Description of Incident: Fast Flow Plumbing struck a plastic one-inch natural gas service line with mechanized equipment.

Full details such as the cause: Fast Flow Plumbing was working in an area with a locate ticket. While digging to install a water line, Fast Flow Plumbing struck a plastic one-inch natural gas service line with mechanized equipment (excavator) causing damage to the accurately marked line.

Extent of the damage: A plastic one-inch natural gas service line was severed, and the line was repaired.

Cost of the damage: \$1,500

Steps taken to prevent re-occurrence: CKY employee's advised Fast Flow Plumbing of the KY 811 Dig Law, and to use caution within the tolerance zone of a marked facility.

Amount billed to excavator: \$1,500



KX018-4

MARK

MARK
↓

CAUTION



Columbia Gas/NiSource

INVOICE

CLAIM NO.: KY23-1033

JOB ORDER NO.: 23-1725710-00

DATE: April 07, 2023

MRA ACCOUNT NUMBER: 21374172-000-001-1

PAYMENT DUE 28 DAYS FROM ABOVE DATE
PLEASE MAKE REMITTANCE PAYABLE TO:

Fast Flow Plumbing, LLC
1095 Majaun Rd STE A
Lexington, Kentucky 40511

Columbia Gas / NiSource
3101 N. Ridge Rd. E.
Lorain, Ohio 44055
ATTN: Damage Prevention Support

AMOUNT DUE

\$2,154.18

PLEASE CUT HERE AND RETURN TOP WITH PAYMENT

Itemization of the charges for the damages which occurred on 03/08/2023 in the vicinity of 245 Montgomery Av, Versailles, Kentucky 40383.

ITEMS	AMOUNT
Labor	\$994.80
Materials	\$135.87
Equipment	\$1,012.35
Gas Loss	\$3.01
Contracted Fees	\$0.00
Taxes	\$8.15
TOTAL EXPENSE	\$2,154.18

Notes:

<https://www.columbiagasohio.com>

You can pay online with this link using your credit card, debit card, PayPal, Venmo or Amazon Pay. Our payment processing vendor, Paymentus, will charge a convenience fee per transaction.

**If you have any questions regarding this bill, please contact Nicole Gillette,
Facility Damage Coordinator, at (440)420-2717.**



Columbia Gas/NiSource

INVOICE

CLAIM NO.: KY23-1033

JOB ORDER NO.: 23-1725710-00

DATE: April 07, 2023



**Columbia Gas of Kentucky, Inc.
Damage Prevention Support**

3101 N Ridge Road E
Lorain, Ohio 44055

04/07/2023

(440)420-2717

Fast Flow Plumbing, LLC
1095 Majaun Rd STE A
Lexington, Kentucky 40511

Re: Our Claim: KY23-1033

Gentlemen,

Enclosed is our damage claim invoice in the amount of \$2,154.18, which is the expense our company incurred as the result of your contact with our facilities, located in the vicinity of 245 Montgomery Av, Versailles, Kentucky 40383. Our reports indicate that our facilities were damaged on 03/08/2023, due to failure to exercise reasonable care.

If you have insurance to cover this type of damage claim, please forward the enclosed damage claim invoice and envelope to your insurance carrier for payment. Then please advise our department of your insurance company's name and address so that we can follow the matter to a conclusion. In the event you are not insured, your check, draft or money order in the above amount is hereby requested. To insure proper credit to your account, please remit the top portion of the damage claim invoice, along with your payment, in the enclosed pre-addressed envelope.

If you wish to discuss this matter further, please contact the undersigned.

Sincerely,

Nicole Gillette
Facility Damage Coordinator
ngillette@nisource.com

Enclosure

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00047 DATED MAR 04 2024

Information and Instructions for Hearing

You are required to attend a formal hearing with the Kentucky Public Service Commission. Please note the hearing is scheduled in the **Eastern Time Zone**, and the hearing date and time are on the Order that accompanied these instructions.

You are **strongly encouraged** to download the GoToMeeting app now and be ready for your hearing. If you cannot appear via video using this app, at least ten days prior to your scheduled hearing you must call the Commission's offices at the number provided below. You will receive instructions on appearing in person in the Richard Raff Hearing Room of the Commission's offices at 211 Sower Boulevard in Frankfort, Kentucky at the time and date of your scheduled hearing.

Please direct any questions to Andrea Wise, Commission Division of Inspections: Andrea.Wise@ky.gov or 502-782-2656.

To download the GoToMeeting app go to:

<https://global.gotomeeting.com/install/258846301>

On the day of your hearing using your computer, tablet, or video enabled smartphone. **Access the proceeding at:**

<https://meet.goto.com/pscformalhearing/psc-damage-prevention-hearing>

More information about using GoToMeeting can be found at:

GoToMeeting - Attendee Quick Start

<https://www.youtube.com/embed/8VaHHVP0FCU?autoplay=1&showinfo=0&controls=0&rel=0>

GoToMeeting - How to Join a Meeting

https://www.youtube.com/embed/Ojl1q_sPrP0?autoplay=1&showinfo=0&controls=0&rel=0

Technical Requirements for Using GoToMeeting

Operating System:

Windows 7 – Windows 10

Mac OS X 10.9 (Mavericks) – mac OS Big Sur (11)

Linux/Ubuntu (Web App only)

Google Chrome OS (Web App only)

iOS 11 – iOS 13

Android OS 5 (Lollipop) – Android 10

Web Browser: (Applies to Web App only)

Google Chrome v72 or newer

Microsoft Edge v77 or newer

Internet Connection:

Computer: 1 Mbps or better (broadband recommended)

Mobile device and Chromebook: 3G or better (WiFi recommended for VoIP)

Software:

GoToMeeting desktop app (JavaScript enabled)

GoToMeeting app from the Apple Store, Google Play Store, or Windows Store

Hardware:

2GB of RAM (minimum), 4GB or more of RAM (recommended)

Webcam device*

Microphone and speakers** (USB headset recommended)

Mobile Device:

iPhone 5 or newer

iPad 3rd gen or newer

Note: * You MUST have a camera on your device or connected to your device to appear at the hearing.

** Most devices have built-in speakers, but you will get better audio quality while connected via VoIP if you use a headset

APPENDIX C

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00047 DATED MAR 04 2024

EIGHT PAGES TO FOLLOW

ESTADO DE KENTUCKY
ANTE LA COMISIÓN DE SERVICIOS PÚBLICOS

Concerniente:

FAST FLOW PLUMBING, LLC)	
)	
_____)	
PRESUNTA INFRACCIÓN DE LA LEY DE)	CASO NO.
PREVENCIÓN DE DAÑOS EN INSTALACIONES)	2024-00047
SUBTERRÁNEAS)	

ORDEN DE INICIACIÓN POR LA PRESUNTA INFRACCIÓN DE TIPO 811 DE LA LEY
DE PREVENCIÓN DE DAÑOS EN INSTALACIONES SUBTERRÁNEAS DE
KENTUCKY

Fast Flow Plumbing, LLC ha sido implicado como parte de una investigación ante la Comisión de Servicios Públicos de Kentucky (Comisión) por la presunta infracción de la Ley de Prevención de Daños a Instalaciones Subterráneas de Kentucky (la Ley).² Una audiencia sobre este caso tendrá lugar el 26 de abril de 2024.

Conforme a la norma KRS 278.495(2), la Comisión tiene jurisdicción para regular la seguridad de las instalaciones de gas natural en Kentucky y para hacer cumplir las normas federales mínimas de seguridad de las tuberías. En virtud de la Ley, la Comisión tiene autoridad para investigar y evaluar las sanciones civiles por cualquier infracción de la Ley que resulte en daños de excavación a una instalación subterránea utilizada para transportar gas natural o líquidos peligrosos sujetos a las leyes federales de seguridad de tuberías, 49 U.S.C. §. 60101 et seq. Toda persona que infrinja cualquier disposición de la Ley está sujeta a la imposición de una sanción civil por un importe de 250 dólares

² KRS 367.4901 a KRS 367.4917.

por la primera infracción, no más de 1,000 dólares por la segunda infracción en el plazo de un año, y no más de 3,000 dólares por la tercera infracción y las siguientes. Además, cualquier persona cuya infracción de la ley provoque daños en una instalación subterránea que contenga cualquier material inflamable, tóxico, corrosivo o peligroso, o que provoque la liberación de cualquier material inflamable, tóxico, corrosivo o peligroso, está sujeta a una sanción adicional de hasta 1,000 dólares.

Tras recibir un informe de daños por excavación en su gasoducto subterráneo por parte de un operador, el personal de la Comisión (el Personal) llevó a cabo una investigación y preparó un Informe de Incidentes, cuya copia se adjunta a esta Orden como Apéndice A. En su Informe de Incidentes, el Personal cita a Fast Flow Plumbing por la infracción de la siguiente disposición de la Ley:

KRS 367.4911(10) - Cuando sea necesario excavar o demoler dentro de la ubicación aproximada de la instalación subterránea, el excavador deberá cavar a mano o utilizar medios no intrusivos para evitar daños a la instalación subterránea.

Basándose en su revisión del Informe de Incidentes y estando suficientemente informada, la Comisión encuentra pruebas prima facie de que Fast Flow Plumbing violó la Ley de Prevención de Daños a Instalaciones Subterráneas. La Comisión considera, además, que debe llevarse a cabo una investigación formal sobre el incidente de los daños causados por la excavación.

POR LO TANTO SE ORDENA que:

1. Fast Flow Plumbing deberá presentar a la Comisión una respuesta por escrito a las alegaciones contenidas en el Informe de Incidencia del Personal en un plazo de 20 días a partir de la recepción de esta Orden a través de un correo electrónico

enviado a PSCED@ky.gov con el número de caso de este procedimiento en el asunto del mensaje.

2. Fast Flow Plumbing comparecerá el 26 de abril de 2024, a las 9 a.m., hora estándar del este, en la sala de audiencias Richard Raff de las oficinas de la Comisión en 211 Sower Boulevard en Frankfort, Kentucky, con el fin de presentar pruebas relativas a la supuesta violación de la Ley de Prevención de Daños a Instalaciones Subterráneas.

3. La audiencia 26 de abril de 2024 se llevará a cabo por videoconferencia.

4. Fast Flow Plumbing deberá asistir a la audiencia utilizando el siguiente enlace: <https://meet.goto.com/pscformalhearing/psc-damage-prevention-hearing>; la información y las instrucciones se adjuntan a esta Orden como Apéndice B.

5. Fast Flow Plumbing notificará a la Comisión, al menos diez días antes de la audiencia, si Fast Flow Plumbing no puede comparecer por videoconferencia y, por lo tanto, comparecerá en persona.

6. **Cualquier sociedad, corporación o entidad comercial (incluyendo una sociedad de responsabilidad limitada) debe ser representada por un abogado con licencia para ejercer la abogacía en Kentucky y dicha representación incluye la presentación de documentos y las comparecencias en las audiencias ante la Comisión.**

7. Un individuo puede presentar una respuesta a las alegaciones contenidas en el Informe de Incidentes del Personal sin la representación de un abogado.

8. El Informe de Incidentes del Personal 55520, que se adjunta a esta Orden como Apéndice A, forma parte del expediente de este caso.

9. La audiencia 26 de abril de 2024 se grabará únicamente por vídeo.

10. **Tenga en cuenta que las partes que no comparezcan después de la notificación estarán sujetas a que se asiente una sentencia en rebeldía contra ellos.**

COMISIÓN DE SERVICIOS PÚBLICOS

Presidente

Vicepresidente

Comisionado/a

HACE CONSTAR:

Director/a Ejecutivo/a

APÉNDICE A

APÉNDICE DE UNA ORDEN DE LA COMISIÓN DE SERVICIOS
PÚBLICOS DE KENTUCKY EN EL CASO No. 2024-00047 FECHADO

DIECIOCHO PÁGINAS A SEGUIR

APÉNDICE B

APÉNDICE DE UNA ORDEN DE LA COMISIÓN DE SERVICIOS PÚBLICOS DE KENTUCKY EN EL CASO No. 2024-00047 FECHADO

Información e instrucciones para la audiencia

Se le obliga a asistir a una audiencia formal con la Comisión de Servicios Públicos de Kentucky. Tenga en cuenta que la audiencia está programada en la **huso horario del este**, y que la fecha y la hora de la audiencia figuran en la Orden que acompaña a estas instrucciones.

Se le recomienda encarecidamente que descargue la aplicación GoToMeeting ahora y esté preparado para su audiencia. Si no puede comparecer por vídeo utilizando esta aplicación, debe llamar a las oficinas de la Comisión al número que se indica a continuación al menos diez días antes de la audiencia programada. Recibirá instrucciones para presentarse en persona en la sala de audiencias Richard Raff de las oficinas de la Comisión en el 211 Sower Boulevard en Frankfort, Kentucky, a la hora y fecha de su audiencia programada.

Sírvase dirigir cualquier pregunta a Andrea Wise, División de Inspecciones de la Comisión: Andrea.Wise@ky.gov o 502-782-2656.

Para descargar la aplicación GoToMeeting vaya a:

<https://global.gotomeeting.com/install/258846301>

El día de su audiencia utilizando su computadora, tableta o teléfono inteligente con capacidad de vídeo. **Acceda al procedimiento en:**

<https://meet.goto.com/pscformalhearing/psc-damage-prevention-hearing>

Puede encontrar más información sobre el uso de GoToMeeting en GoToMeeting - Inicio rápido del asistente

<https://www.youtube.com/embed/8VaHHVP0FCU?autoplay=1&showinfo=0&controls=0&rel=0>

GoToMeeting - Cómo unirse a una reunión

https://www.youtube.com/embed/Ojl1q_sPrP0?autoplay=1&showinfo=0&controls=0&rel=0

Requisitos técnicos para utilizar GoToMeeting

Sistema operativo:

Windows 7 – Windows 10

Mac OS X 10.9 (Mavericks) – Mac OS Big Sur (11)

Linux/Ubuntu (sólo aplicación web)

Google Chrome OS (sólo aplicación web)

iOS 11 - iOS 13

Android OS 5 (Lollipop) - Android 10

Navegador web: (Sólo se aplica a la aplicación web)

Google Chrome v72 o más reciente

Microsoft Edge v77 o más reciente

Conexión a Internet:

Computadora: 1 Mbps o superior (se recomienda la banda ancha)

Dispositivo móvil y Chromebook: 3G o superior (se recomienda WiFi para VoIP)

Software:

Aplicación de escritorio de GoToMeeting (con JavaScript activado)

La aplicación GoToMeeting de Apple Store, Google Play Store o Windows Store

Hardware:

2 GB de RAM (mínimo), 4 GB o más de RAM (recomendado)

Dispositivo de cámara web*

Micrófono y altavoces** (se recomiendan auriculares USB)

Dispositivo móvil:

iPhone 5 o más reciente

iPadde 3ª generación o más reciente

Nota: * Para comparecer en la audiencia, ES PRECISO tener una cámara en su dispositivo o conectada a él.

** La mayoría de los dispositivos tienen altavoces incorporados, pero obtendrás una mejor calidad de audio mientras estés conectado por VoIP si utilizas unos auriculares.

*FAST FLOW PLUMBING, LLC
390 Blue Sky Parkway
Lexington, KENTUCKY 40509