

2008-00443

October 21, 2008

Public Service Commission  
P.O. Box 615  
211 Sower Blvd  
Frankfort, KY 40601  
Attn: Virginia Gregg

**RECEIVED**

OCT 21 2008

PUBLIC SERVICE  
COMMISSION

Dear Ms Gregg:

The attached compliant/letter addressed to the PSC is forwarded for your perusal per our conversation. Please contact me if I can be of any further assistance...tnx



Billy J/Rowe Sr  
HC 60 Box 255  
Salyersville, KY 41465

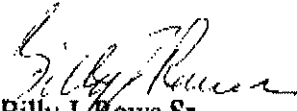
1 Atch  
a/s

Division of Water  
200 Faircreek Land  
Frankfort, KY 40601  
Attn: BJ Blend

October 21, 2008

Dear Sir:

The attached compliant and letter to PSC is forwarded per our conversation  
October 20, 2008. If I can be of any assistance please don't hesitate to contact me at 606-  
884-8225. Tnx

  
Billy J Rowe Sr  
HC 60 Box 255  
Salyersville, KY 41465

1 Atch  
a/s

Kentucky Public Service Commission

October 21, 2008

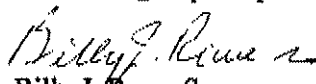
P.O. Box 615  
211 Sower Blvd  
Frankfort, KY 406-0615  
RE: Complaint 2008-02399

Dear Sir/Madam:

In reply to complaint 2008-02399 dated October 7 2008, I have the following comments.

1. This complaint was never investigated by the PSC. Apparently the only investigating that was done was a telephone call to the regulated utility.
2. For a Utility/Regulatory agency to issue a statement that the line was flushed by Magoffin County Water District "as best as could be" and refuse to correct the problem is absolutely amazing and shows the total lack of service that is provided by both agencies.
3. This county has been under a boil water advisory for over a month. We have been instructed to utilize the water after boiling and if we happen to wash our hands with the tap water, provided by our local water district, we are to utilize an antiseptic wipe to cleanse the germs.
4. I was advised that I had been given instructions to install a 'water regulator' on my own line, of which I did not receive. My water service was installed in 1992 and to the best of my knowledge no such instructions were issued at that time. However, to suggest the customer install a 'water regulator' on the line to stop the mud, leaves, and rocks from entering the pipe is ludicrous...the "water regulator" is installed to regulate the pressure and the flow of water, not to stop debris from entering the water supply. It is the responsibility of the Magoffin County Water District, which is governed by law, to provide useable water to the meter of all residents of the county which they are not doing. Additionally, it is the responsibility of the PSC to ascertain, without exception, that the water provided is without germs or debris.

Finally, yes we haven't had rain for approximately six weeks, but the local utility is responsible for the acquisition and distribution of drinkable water to all residents. The emergency water supply for Magoffin County is available from Paintsville; however, we don't have the leadership or management to acquire the necessary supply. The only reason I have heard is "I will never buy water from Johnson County" while the residents of Magoffin County are being subjected to a potential breakout of Cholera, Typhoid or other undesirable diseases our leaders are fiddling or perhaps waiting until after November 4<sup>th</sup>.

  
Billy J. Rowe Sr  
HC 60, Box 255  
Salyersville, KY 41465