

2008-00502
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1. I, Julia Johnstone, am responsible for preparing the complaint filed with the Commission December 4th 2008.
2. I, Julia Johnstone , am responsible for preparing this Data Request.
3. I first received water service from South Anderson Water District some time in 1989, to the best of my remembrance.
4. I have maintained service at this location continuously. The only exceptions were two or three instances in which I forgot to pay the bill, and when I discovered my mistake, I paid the appropriate fees and had service immediately restored. This, to the best of my recollection would have been around 1994.
5. I did receive high usage notes from the Water District, various times over the 20 years I have had service. I do not recall the exact dates, but will not dispute the more recent dates mentioned of February 18, and March 31, 2008.
6. Repairs have been made, and attempted, sometimes unsuccessfully, several times throughout the 20 year period. In some instances it has been difficult to locate the leak or leaks, in question. As to these specific dates, repairs were made, but were not completely effective in resolving all leaks.

On July 5th, I had the frost-free faucet replaced inside the barn.

7. The water was first turned off at the meter on June 29th, 2008.
8. The water was turned off and on on three occasions. Twice within the week that the problem presented, and once in November.
9. At one time there was a shut off valve. I am not sure about a one-way check valve.
10. There is not currently a working shut-off valve.
11. I first notified the District of the leak, on July 2rd, 2008.
12. I have not previously filed a complaint or had a dispute with the district prior to this situation.
13. I checked the status of the leak at the meter appropriately five different days in the 10 day period.
14. The method and equipment that I used on one occasion was vice-grips, placed on the appropriate knob, and turned to the right for the off position until the red indicator stopped spinning. For turning the water on, I turned the knob to the left for about a ¼ turn. Previously, I had borrowed a plumbers key, and performed the same function.
15. The plumbers key seems most effective for more deeply set meters. For one that is close to the surface, as mine is, the vice grips seem at least as stable and safe, if not more so, than a plumbers key. In addition, I contacted several plumbers and contractors, locally, and on Just Answer.com and the answers were consistent. No one that I spoke to believed that turning the

knob with vice grips would be more harmful to the equipment than a plumbers key. These professionals advised me that they commonly used vice grips for this purpose. I also spoke with my father, who lives out of state, and he has done many plumbing repairs on the house I grew up in. On one occasion, the knob on the meter came off while turning. The water company in his area repaired the equipment, and assured him that it was their responsibility. They said that it was just old and wearing out, or it should not have broken.

I have attached a picture of a plumbers key

16. It is my position that The District had pipes leaking above the meter, which resulted in water leaking and draining underground into the three meter boxes below. These water lines run parallel to highway 44. There are two other meter boxes that no longer contain meters, but were also filled with water. In the photographs that I provided in my initial complaint, it is clear that heavy equipment was used to dig up a large area significantly above the meter boxes, and though it is a little harder to see in the photo of the interior of the meter box, it appeared that nothing was even disturbed inside. Even the little paper cup that I had used to scoop out water was still there, in the same position as I had left it. I believe that water may have been leaking previously, and was only discovered as I had needed to turn off the water.
17. The basis for my position that I was to be held liable from the outset is this. When I called to report the leak I was met with anger and accusations. . It would seem more appropriate for a person or organization with a fair and objective approach, to at least investigate before making any accusations. It is not possible to determine the cause of a problem while sitting at a desk in an office several miles away.. In addition, there is no need for verbal attacks on customers if the intention is to be fair and honest. Equipment must be maintained, and kept in good condition, and there is a cost for that.

The leak was on the District's side of the meter, and probably well above the meter box, judging from the size and location of the area that had been dug up. Nothing seemed broken, or repaired inside the meter box. It appears that the meter boxes were just accumulating water draining down hill.

18. It does seem right to turn off the water at the meter in certain circumstances. To prevent an extreme waste of water, and further damage caused by a leak that is gushing, rather than a small underground leak that is hard to locate. I also feel that it was right to turn the water on in November of 2008, when the District disconnected service because of this equipment charge. The reason that I felt it was right is that the Commission had previously advised me that they could not do this, and also that it was on the weekend that I discovered that my water had been disconnected. There was an immediate need for the care of livestock.

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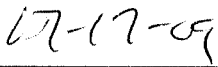
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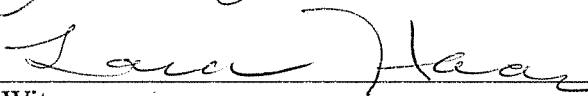
I, Julia Johnstone, certify that all information contained in this document is accurate, to the best of my knowledge.



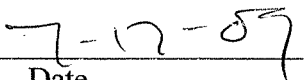
Julia Johnstone



Date



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Date