

360 KY Hwy 151 Loop 1
Frankfort, KY 40601
1/24/2014

RECEIVED

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PUBLIC SERVICE
COMMISSION

Reference: 2013-00485

To Whom It May Concern:

I am very disappointed in the Farmdale Water District and DO NOT SUPPORT the rate hike.

Recently we have had two "boil water advisories" to which I have NEVER been officially notified of. I do NOT KNOW if there were others of which I was uninformed! The District has chosen NOT to use FREE resources such as local TV stations to advertise the boil water advisory to their customers although many of us do not have cable and for some cable is not even an option in our neighborhoods. If this water district chooses not use the free resources available, then why should money be given to be squandered on other expenses?

They have also been negligent in advising the two Commercial Food Service locations which use their water concerning the Boil water advisory which created a risk for many patrons visiting the stores and purchasing coffee, food and fountain drinks. When I called the emergency number the person did not even know of these locations! People sick from contaminated water could result in addition expenses of lawsuits and settlements, because the District chose not to inform their customers.

This lack of concern for their customers has shown true in as much as they have done the minimal requirements set by the Health Department and Division of Water—and this time they did NOT even do the minimal.

I cannot support a pay hike for a company which does not express and demonstrate health concerns for its customers. I am truly disappointed in the Farmdale Water District's lack of use of resources and willingness to reach all its customers.

If it chooses not to use the FREE resources' to keep its customers informed and safe, what will it do with this money?? **They have OBVIOUSLY made a statement by their actions that the CUSTOMER'S SAFETY is NOT A PRIORITY.**

Not to mention that when they knew they were required to flush the pipes, they could have been courteous enough to inform the customers as to WHEN – or chosen to do it in the late night or early hours so as not to inconvenience them.

Finally I am shocked that one of the board members would speak up saying this "hike" is needed since the fulltime employees only receive \$20,000 per year—which would be under minimum wage. (This conversation was had on 1.18.2014 with a water customer).

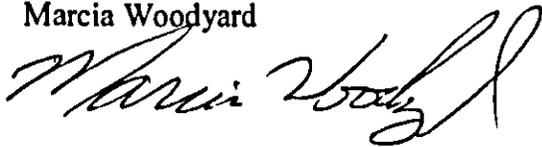
This same member stated "there has not been a rate hike since the 1960's". If this is true, this is poor management. Current customers should not have to pay for the poor planning of the Water District and the wear and tear brought on by previous property owners. It appears that management is the issue which needs to be addressed rather than a cost increase. Rate increases should be determined yearly and calculations should account for the cost of living increases which occur in our community. Many folks experience this cost without a pay increase. The district cannot expect families to adjust to this kind of rate increase when customers are already struggling with the cost of living, insurance issues and lack of pay raises. **Not only has Farmdale Water District once again shown their lack of commitment to their customers by they have demonstrated a lack of financial planning and accountability.**

Until Farmdale Water District demonstrates appropriate measures to notify ALL customers of emergencies in a timely manner, as well as care and concern for customers and public safety, in addition to fiscal responsibility, I DO NOT--under any uncertain terms, agree with a rate hike. I believe this District has been irresponsible to its customers, the well being of the public and possibly to its employees and should not be rewarded, but instead investigated and held accountable for their poor choice of actions and their lack of responding to customer and public safety.

Priorities should include:

Financial accountability, long range plans, communication with clients/customers and notification policies ---not a rate hike.

Sincerely
Marcia Woodyard

A handwritten signature in black ink, appearing to read "Marcia Woodyard", written in a cursive style.