

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RONALD D. MCGINNIS)	
COMPLAINANT)	
V.)	
NORTH MERCER WATER DISTRICT)	CASE NO. 2016-00154
DEFENDANT)	
)	

ORDER TO SATISFY OR ANSWER

North Mercer Water District ("North Mercer") is hereby notified that it has been named as defendant in a formal complaint filed on April 7, 2016, a copy of which is attached as the Appendix to this Order.

Pursuant to 807 KAR 5:001, Section 20, North Mercer is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ENTERED APR 21 2016 KENTUCKY PUBLIC SERVICE COMMISSION
--

ATTEST:

Ronald D. Gurnell
Acting Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2016-00154 DATED **APR 21 2016**

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

Case No. 2016-00154

In the matter of:

RONALD D. MCGINNIS
(Your Full Name)
COMPLAINANT

VS.

NORTH MERCER Water District
(Name of Utility)
DEFENDANT

RECEIVED
APR 07 2016
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of RONALD D. MCGINNIS respectfully shows:
(Your Full Name)

(a) RONALD D. MCGINNIS
(Your Full Name)

P.O. Box 538 - Harrodsburg, Ky. 40330
(Your Address)

None
(Your Email Address)

(b) NORTH MERCER Water Dist. P.O. Box 179
(Name of Utility)

108 Main St Salvise, Ky. 40372
(Address of Utility)

(c) That: Farm house on 244 Cap Bottom Lane Harrodsburg, Ky. 40330
(Describe here, attaching additional sheets if necessary,

on May 21 2015 I requested service be shut off (in my name)
the specific act, fully and clearly, or facts that are the reason

on June 03, 2015 I again called them because service (water)
and basis for the complaint.)

was visibly on (out faucet); was told by Tammy^A or Bobbi^A

Continued on Next Page

Formal Complaint

Ronald D McGinnis vs. North Mercer Water District

Page 2 of 2

Meter was off + locked, but renter (Kristen Young) + (David Jones) may have broken lock + were using service. No further communication until early March 2016 when the next renter requested service + is being denied until \$250.17 + \$102.00 new deposit + re-connect fee is paid. (see enclosed phone call list)

Wherefore, complainant asks I was disabled, live alone + (Specifically state the relief desired.)

was unable to visibly see or check in a 3 foot hole the meter status (Nov. 20²⁰¹⁵ had hip replacement + am 90% healed) I was told field personnel physically checked all meters every 6 mos. (would've been late Nov. or Dec. 2015, not March 2016. I pd final bill (15 days) 5/13 then 5/27 2015 paid on 7/07 2015 #1709

Dated at Harrodsburg, Kentucky, this 17th day of April, 20 16

(Your City)
(Month)

Ronald D McGinnis
(Your Signature*)

N/A
(Name and address of attorney, if any)

April 07, 2016
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

off 244 Cap Bottom Lane

2 utilities

Closed on Monday

Later called

for shut off

Event Time Stamp	Call Code	Call Address	Called Place	Called State	Billed Amount	Billed Units	Unit Type	Rate Code	Status
5/15/2015 2:49 PM	WD		HARRODSBG	KY	\$0.00	16.0	min	0000 P	
5/16/2015 2:27 AM	MW		HARRODSBG	KY	\$0.00	1.0	min	0000 M	
5/16/2015 3:42 PM	WW		HARRODSBG	KY	\$0.00	30.0	min	0000 N	
5/16/2015 4:13 PM	WW		HARRODSBG	KY	\$0.00	17.0	min	0000 N	
5/18/2015 1:20 PM	WD		TOLL FREE		\$0.00	5.0	min	0000 P	
5/18/2015 1:27 PM	WD		SALVISA KY	KY	\$0.00	1.0	min	0000 P	
5/18/2015 4:01 PM	WD		HARRODSBG	KY	\$0.00	6.0	min	0000 P	
5/19/2015 12:18 PM	WD		HARRODSBG	KY	\$0.00	1.0	min	0000 P	
5/19/2015 4:35 PM	WD		HARRODSBG	KY	\$0.00	3.0	min	0000 P	
5/21/2015 12:56 PM	WD		HARRODSBG	KY	\$0.00	1.0	min	0000 P	
5/21/2015 3:27 PM	WD		TOLL FREE		\$0.00	4.0	min	0000 P	
5/21/2015 4:02 PM	WD		SALVISA KY	KY	\$0.00	2.0	min	0000 P	
5/23/2015 4:46 AM	MW		HARRODSBG	KY	\$0.00	2.0	min	0000 M	
5/23/2015 3:39 PM	WW		HARRODSBG	KY	\$0.00	35.0	min	0000 N	
5/24/2015 3:44 PM	WW		HARRODSBG	KY	\$0.00	2.0	min	0000 N	
5/24/2015 4:19 PM	WW		HARRODSBG	KY	\$0.00	25.0	min	0000 N	
5/24/2015 7:27 PM	WW		HARRODSBG	KY	\$0.00	2.0	min	0000 N	
5/25/2015 5:16 PM	WD		HARRODSBG	KY	\$0.00	1.0	min	0000 P	

Blurguss Electric

No. Mercen Water

NORTH MERCER WATER DISTRICT
 108 MAIN ST.
 P. O. BOX 79
 SALVISA, KY 40372

MERCER CO. PH: 859/665-2292
 ANDERSON, BOYLE & WASHINGTON COUNTIES
 CALL COLLECT 859/955-2168

NORTH MERCER WATER DISTRICT
 108 MAIN ST.
 P. O. BOX 78
 SALVISA, KY 40372

MERCER CO. PH: 859/665-2292
 ANDERSON, BOYLE & WASHINGTON COUNTIES
 CALL COLLECT 859/955-2168

ACCOUNT [REDACTED] 05/13/15 TO 05/27/15

ACCOUNT [REDACTED] 05/27/15 TO 03/11/16

SERVICE AT 244 Cap Bottom Lane (15 day Bill)

SERVICE AT 244 Cap Bottom Lane #4764

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WAF	41790	40920	870	16.59
LT	Mercer School Tax			0.50

PL 7/7/15 Final Bill Farm

GO TO OUR WEBSITE TO VIEW
 OUR WATER QUALITY REPORT
 *****OR TO PAY YOUR BILL*****
 WWW.NORTH-MERCERWATER.ORG

CLASS	AMOUNT DUE ON OR BEFORE DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	18.75	07/10/15	17.09

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
BF	Balance Forward			111.74
WAF	62290	41790	20500	134.40
LT	Mercer School Tax			4.03

NON-PAYMENT CUT OFF 4/27/2016

CHECK OUT OUR WEBSITE
 www.northmercerwater.org

CLASS	AMOUNT DUE ON OR BEFORE DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	263.61	04/10/16	250.17

FORWARDING & ADDRESS CORRECTION REQUESTED

PLEASE RETURN THIS BILL TO OFFICE CALL 859/955-2168 WITH PROMPT

**** FINAL BILL ****

ACCOUNT	DUE DATE
[REDACTED]	04/10/16

AMOUNT DUE ON OR BEFORE DUE DATE	SAVE THIS	AMOUNT DUE AFTER DUE DATE
250.17	13.44	263.6

PLEASE RETURN THIS STUB WITH PAYMENT

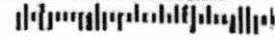
****AUTO 5-D**
 RON MCGINNIS
 PO BOX 538
 HARRODSBURG KY

40330-0538

Printed By:

A 10% PENALTY ADDED ON 15TH OF MONTH. ALL DELINQUENT ACCOUNTS ARE SUBJECT TO DISCONNECTION ANYTIME AFTER THE 29TH OF EACH MONTH. RECONNECTION FEE \$50.00

A 10% PENALTY ADDED AFTER THE 15TH OF MONTH. ALL DELINQUENT ACCOUNTS ARE SUBJECT TO DISCONNECTION ANYTIME AFTER THE 29TH OF EACH MONTH. RECONNECTION FEE \$50.00



T-1

Returned calls to Both utilities - why was water Electric Not off

water from - 75 per Training or Bobbi
Parker
Parker
Nuster
Young had pd. Electric Deposit

Usage Viewer Listing

Billing Period: July 2015 Cycle 1

Report Created On: 3/31/2016 3:08:38 PM

Call Time	Call Date	Call Address	Call Place	Call State	Billed Amount	Billed Unit	Unit Type	Clc	Code	Status	Unit
6/2/2015 10:22 PM	WN	[REDACTED]	NO SUMTER	SC	\$0.00	1.0	min	0000	N		
6/3/2015 3:53 PM	WD	[REDACTED]	TOLL FREE	Bluegrass Electric	\$0.00	6.0	min	0000	P		
6/3/2015 4:06 PM	WD	[REDACTED]	SALVISA	KY No. Nover H ₂ O	\$0.00	4.0	min	0000	P		
6/4/2015 4:58 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	P		
6/4/2015 4:59 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	P		
6/4/2015 5:00 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	P		
6/4/2015 6:42 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	6.0	min	0000	P		
6/4/2015 10:02 PM	WN	[REDACTED]	CHATTNOOG	TN	\$0.00	1.0	min	0000	N		
6/4/2015 10:03 PM	WN	[REDACTED]	CHATTNOOG	TN	\$0.00	2.0	min	0000	N		
6/6/2015 2:09 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	N		
6/9/2015 2:22 PM	WD	[REDACTED]	DANVILLE	KY	\$0.00	3.0	min	0000	P		
6/9/2015 3:06 PM	MD	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	M		
6/9/2015 3:07 PM	WD	[REDACTED]	DANVILLE	KY	\$0.00	7.0	min	0000	P		
6/9/2015 3:27 PM	WD	[REDACTED]	FRANKFORT	KY	\$0.00	4.0	min	0000	P		
6/9/2015 3:31 PM	WD	[REDACTED]	FRANKFORT	KY	\$0.00	5.0	min	0000	P		
6/10/2015 1:32 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	18.0	min	0000	P		
6/10/2015 3:35 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	19.0	min	0000	P		
6/10/2015 7:29 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	40.0	min	0000	NP		
6/11/2015 12:48 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	4.0	min	0000	P		
6/12/2015 5:19 PM	WD	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	P		
6/12/2015 9:26 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	10.0	min	0000	N		
6/13/2015 12:35 PM	MW	[REDACTED]	HARRODSBG	KY	\$0.00	2.0	min	0000	M		
6/13/2015 2:26 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	8.0	min	0000	N		
6/13/2015 10:44 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	3.0	min	0000	N		
6/14/2015 9:05 PM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	6.0	min	0000	N		
6/15/2015 1:12 AM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	47.0	min	0000	N		
6/15/2015 2:02 AM	WW	[REDACTED]	HARRODSBG	KY	\$0.00	45.0	min	0000	N		
6/15/2015 12:05 PM	MD	[REDACTED]	HARRODSBG	KY	\$0.00	1.0	min	0000	M		

Ronald D McGinnis
P.O. Box 538
Harrodsburg, KENTUCKY 40330

*North Mercer Water District
P. O. Box 79
Salvisa, KY 40372

*North Mercer Water District
North Mercer Water District
P. O. Box 79
Salvisa, KY 40372