

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

OCT 10 2016

PUBLIC SERVICE
COMMISSION

IN THE MATTER OF:

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]
]

CASE NO.
2016-00154

RESPONSE

NORTH MERCER WATER DISTRICT

Comes North Mercer Water District by Counsel and moves the Commission to dismiss the McGinnis Complaint.

THE FACTS

In January, 2014, Ronald M. McGinnis purchased real estate at 2044 Cap Bottom Lane, Harrodsburg, Mercer County, Kentucky 40330.

In January, 2014, A North Mercer Water District, (hereinafter referred to as the District) unlocked a meter, created an account in the name of Ronald McGinnis, and began providing water. See Customer History Report **(Exhibit 1)**.

On May 26, 2015, Mr. McGinnis asked the District to read and lock the meter; and he said to not unlock the meter unless requested by the owner. The District complied with owner McGinnis's request to read and lock the meter. **(Exhibit 2)**

On March 10, 2016, the District staff were making a required walking visual inspection of water mains and meters, when it was discovered that the meter pit servicing 244 Cap Bottom Lane in Mercer County, Kentucky, had been opened, the meter lock had been broken, and water was being used. See Work Order dated March 10, 2016. **(Exhibit 3).**

On March 11, 2016, the District pulled the meter from the meter box, and "data logged" the meter. The "data logging" of the meter revealed that water began being used on November 15, 2015, and no water was used between the "lock off" date of May 21, 2015 and November 14, 2015. See Work order dated March 10, 2016 and further see MasterLink Data Collection System, Data Log Report dated March 11, 2016. **(Exhibits 3 and 4 respectively.)**

At 3:03 p.m., on March 11, 2016, the day after the meter was pulled from the pit, Mr. McGinnis called District Office, and stated that he wanted water turned on at the Cap Bottom Road address. Mr. McGinnis was informed that the meter had been pulled the day before (March 10, 2016), and the charges that accrued for water and tax were \$240.29; and the broken lock was \$10.50; that a service fee of \$30.00 would be charged, for a total of \$280.79. See Work order dated March 11, 2016. **(Exhibit 5).**

It is noted that since January, 2014, Mt. McGinnis has always insisted that he is the named "owner" of the account. Mr. McGinnis was informed on March 11, 2016, that if a tenant had signed for the water, a \$75.00 fee would be assessed. Mr. McGinnis again asked that the meter and account be his in his name. **(See Exhibit 5.)**

North Mercer Water District affirmatively states that there are many inaccuracies and inconsistencies in the McGinnis Complaint. He was informed on March 11, 2016, that he would be charged \$280.79, not \$352.17, as he alleged in his Complaint, and certainly not the \$250.17 plus \$702.00 as reported in the PSC Consumer Inquiry System, dated April 8, 2016. See the Ronald McGinnis Complaint and PSC Consumer Inquiry System **(See Exhibit 6).**

The inconsistencies between what the District is charging and what the customer thought was the due, and what was reported to PSC as due, is a clear and simple misstatement and misreading of the report, and more importantly, the District has at no time denied any tenant service at this address. To the best knowledge and belief of the District, staff, there has never been a request for service by a tenant at this location. The only request for service since January, 2014, has always been by the real estate owner, **Ronald D. McGinnis.**

On page 2 of the McGinnis Complaint, he says, "No further communication until early March, 2016, when the next renter requested service and was denied until \$250.17 and \$102.00 new deposit and reconnect fee is paid.")**See McGinnis Complaint**). This statement is patently false. First, the monies allegedly requested and then reported, are inaccurate; but of much greater importance is the fact the no tenant or "renter" has ever requested service at this address; and certainly no service to any tenant of the residence has ever been denied by the District.

In his complaint, Mr. McGinnis stated that there was no communication until early March, 2016, when the "next renter" requested service. Actually, the District pulled the meter on March 11, 2016. After noting the meter lock had been broken, and water stolen, Mr. McGinnis (not a tenant), called the District office on March 11, 2016, to request that water be "turned on." Never did a tenant call, requesting water service at 244 Cap Bottom Lane, in Mercer County, Kentucky.

PRAYER FOR RELIEF

The District prays that the McGinnis Complaint be dismissed, and held for naught, for the reasons that:

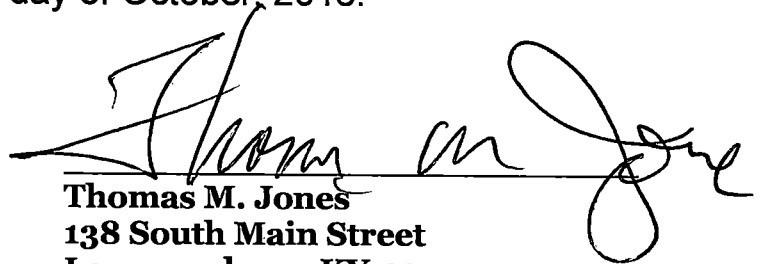
1. The Complaint erroneously states that water service had been denied to a tenant of 244 Cap Bottom Lane, Harrodsburg, Mercer County,

Kentucky, when, in fact, no request for such service had ever been made by a tenant, to the District, and no denial has ever been issued by the District to a tenant or "renter" at this location.

2. The Complaint erroneously states the amount claimed by the District.

3. The responsible party, who is obligated to pay the fees and charges for the 244 Cap Bottom Lane address, is Ronald D. McGinnis. He is the owner of the property and the meter account. Mr. McGinnis is the only person who has ever applied for service at this location.

Respectfully Submitted, this the 10th day of October, 2016.



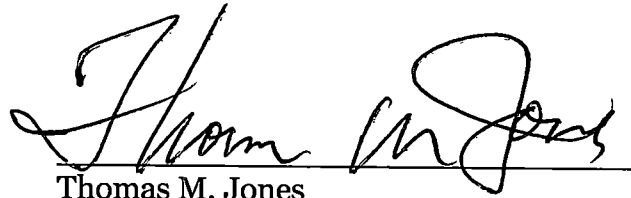
Thomas M. Jones
138 South Main Street
Lawrenceburg, KY 40342
Telephone: 502-839-6020
Facsimile: 502-839-6029

Electronic Mail:
jonesthomasm@bellsouth.net
ATTORNEY FOR
North Mercer Water District,
Salvisa, Mercer County, Kentucky

CERTIFICATE OF SERVICE

The undersigned attorney certifies that the original and three copies of the foregoing RESPONSE, was this day served, by hand delivery, upon the Public Service Commission, Commonwealth of Kentucky,

211 Sower Blvd, P.O. Box 615 Frankfort, Kentucky 40602, with a true copy thereof served by U.S. Mail, with all postage prepaid, on Ronald D. McGinnis, 244 Cap Bottom Lane, Harrodsburg, Kentucky 40330, all on this the 10th day of October, 2016.

A handwritten signature in black ink, appearing to read "Thomas M. Jones", written over a horizontal line.

Thomas M. Jones
138 South Main Street
Lawrenceburg, KY 40342
Telephone: 502-839-6020
Facsimile: 502-839-6029

Electronic Mail:

jonesthomasm@bellsouth.net
ATTORNEY FOR
North Mercer Water District,
Salvisa, Mercer County, Kentucky

North Mercer Water District Customer History Report

Service Type All
AR Code All
Beginning Date All
Ending Date

Use Reading Factor
Start Balance With Zero
Print Breakdown By Transaction Service Taxes Totals Only
Print Transaction in Descending Order

History For Account ██████████ McGinnis, Ron

Tran Date	Post Date	Code	Description	Service Desc	Usage	Service Local Tax	Surchage1 State Tax	Surchage2 Penalty	Unapplied	Balance
01/31/14	01/31/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				0	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
02/13/14	02/13/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
02/28/14	02/28/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				340	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
03/14/14	03/14/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
03/31/14	03/27/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				370	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
04/04/14	04/04/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
04/29/14	04/29/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	tammy				790	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
05/09/14	05/09/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
05/31/14	05/29/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				670	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
06/06/14	06/06/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
06/30/14	06/25/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				580	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
07/15/14	07/15/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
07/31/14	07/30/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				480	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
08/12/14	08/12/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
08/31/14	08/28/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				0	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
09/09/14	09/09/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
09/30/14	09/26/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				10	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
10/09/14	10/09/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
	<input type="checkbox"/> tammy				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
10/31/14	10/30/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				0	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09

Ext. I

History For Account ██████████ McGinnis, Ron

Tran Date	Post Date	Code	Description	Service	Desc	Service	Surcharge1	Surcharge2	Unapplied	Balance
Void	Posted	By	Check#		Usage	Local Tax	State Tax	Penalty		
11/07/14	11/07/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
11/30/14	11/26/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				10	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
12/10/14	12/10/14	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
12/31/14	12/31/14	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				0	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
01/08/15	01/08/15	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
01/31/15	01/29/15	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				10	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
02/10/15	02/10/15	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
<input type="checkbox"/>	tammy				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
02/28/15	02/25/15	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	Support				0	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
03/10/15	03/10/15	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
03/31/15	03/31/15	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				850	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
04/10/15	04/10/15	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
04/29/15	04/29/15	WTB	Water Billing	WATER	03	\$32.08	\$0.00	\$0.00		
	tammy				3,240	\$0.96	\$0.00	\$0.00	\$0.00	\$33.04
05/07/15	05/07/15	100	Cash Receipts	WATER	03	(\$32.08)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.96)	\$0.00	\$0.00	\$0.00	\$0.00
05/31/15	05/28/15	WTB	Water Billing	WATER	03	\$21.97	\$0.00	\$0.00		
	lorih				1,770	\$0.66	\$0.00	\$0.00	\$0.00	\$22.63
06/10/15	06/10/15	100	Cash Receipts	WATER	03	(\$21.97)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.66)	\$0.00	\$0.00	\$0.00	\$0.00
06/30/15	06/25/15	WTB	Water Billing	WATER	03	\$16.59	\$0.00	\$0.00		
	lorih				870	\$0.50	\$0.00	\$0.00	\$0.00	\$17.09
07/08/15	07/08/15	100	Cash Receipts	WATER	03	(\$16.59)	\$0.00	\$0.00		
<input type="checkbox"/>	lorih				0	(\$0.50)	\$0.00	\$0.00	\$0.00	\$0.00
03/15/16	03/15/16	200	Water Adjustm	WATER	03	\$98.83	\$0.00	\$0.00		
	lorih				0	\$0.00	\$0.00	\$0.00	\$0.00	\$98.83
03/15/16	03/15/16	600	M. Tax Adjustr	WATER	03	\$0.00	\$0.00	\$0.00		
	lorih				0	\$0.00	\$0.00	\$3.03	\$0.00	\$101.86
03/16/16	03/16/16	333	Penalty Billing	WATER	03	\$0.00	\$0.00	\$0.00		
	lorih				0	\$0.00	\$0.00	\$9.88	\$0.00	\$111.74
03/31/16	03/29/16	WTB	Water Billing	WATER	03	\$134.40	\$0.00	\$0.00		
	lorih				20,500	\$4.03	\$0.00	\$0.00	\$0.00	\$250.17
04/19/16	04/19/16	333	Penalty Billing	WATER	03	\$0.00	\$0.00	\$0.00		
	tammy				0	\$0.00	\$0.00	\$13.44	\$0.00	\$263.61

FF Bill

\$17.09

History For Account [REDACTED] McGinnis, Ron

Tran Date	Post Date	Code	Description	Service Desc	Service Usage	Service Local Tax	Surcharge1 State Tax	Surcharge2 Penalty	Unapplied	Balance
				Total For Selection		\$233.23	\$0.00	\$0.00		
						\$4.03	\$0.00	\$26.35	\$0.00	\$263.61
				Ending Balance		\$233.23	\$0.00	\$0.00		
						\$4.03	\$0.00	\$26.35	\$0.00	\$263.61

North Mercer Water District
WORK ORDER 21458

Account # [REDACTED]
Name McGinnis, Ron
Address 244 Cap Bottom Lane Harrodsburg, KY 40330
Telephone (859) 734-7266 Job #

Order Date 5/21/2015
Status As Soon As Possible
Scheduled 05/21/15 04:04 PM
Order Type Final Bill

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WA 5632933	5632933	4092	1907217	

Description
Comment

Requested By tammy Assigned To North Mercer Water Completed By North Mercer Water

Start Date 05/26/15 04:40 PM Completed Date 05/26/15 04:40 PM

Notes READ AND LOCK DO NOT UNLOCK UNLESS FROM OWNER

Signature _____

North Mercer Water District
WORK ORDER 22891

Account # [REDACTED]
Name McGinnis, Ron
Address 244 Cap Bottom Lane Harrodsburg, KY 40330
Telephone [REDACTED] Job #

Order Date 3/10/2016
Status Today
Scheduled 03/10/16 10:18 AM
Order Type GENERAL WORK ORDER

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WA 5632933	5632933	4179	1907217	

Description
Comment

Requested By TAMMY Assigned To North Mercer Water Completed By Charles Hazelwood

Start Date 03/10/16 10:21 AM Completed Date 03/10/16 10:21 AM

Notes METER WAS FOUND UNLOCK 3/10/2016--- METER WAS LOCKED 5/21/2015 PULLED METER 3/11/2016

GALLONS USED 20,500 BILL FOR WATER AND TAX \$240.29 LOCK 10.50 SERVICE FEE \$30.00 TOTAL \$280.79

PULLED METER READING 6228

USED 20,500 GALLONS

Signature _____

Ex 2



MasterLink Data Collection System

3/11/2016 5:07 pm

Data Log Report

Page 1 of 4

From: 1/1/2016 (15:20) To: 3/11/2016 (15:20)

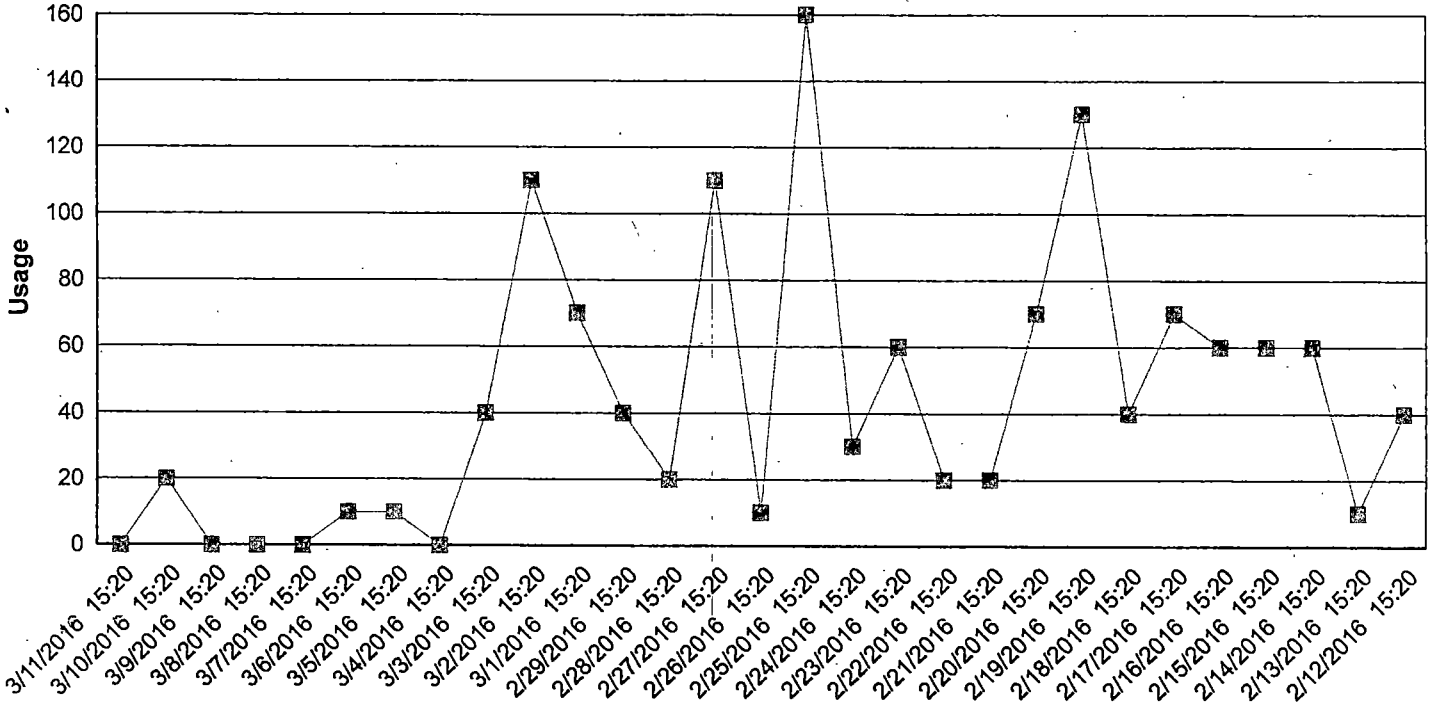
Data Log Event: 164657ε

Address:

Customer:

MeterSN: [REDACTED] Electronic ID: 5632933

Peak Consumption: 260 Occurred 1/3/2016 (15:20)



Date & Time	Reading	Usage
3/11/2016 15:20	67270	0
3/10/2016 15:20	67270	20
3/9/2016 15:20	67250	0
3/8/2016 15:20	67250	0
3/7/2016 15:20	67250	0
3/6/2016 15:20	67250	10
3/5/2016 15:20	67240	10
3/4/2016 15:20	67230	0
3/3/2016 15:20	67230	40
3/2/2016 15:20	67190	110
3/1/2016 15:20	67080	70
2/29/2016 15:20	67010	40
2/28/2016 15:20	66970	20
2/27/2016 15:20	66950	110
2/26/2016 15:20	66840	10
2/25/2016 15:20	66830	160
2/24/2016 15:20	66670	30
2/23/2016 15:20	66640	60
2/22/2016 15:20	66580	20
2/21/2016 15:20	66560	20
2/20/2016 15:20	66540	70
2/19/2016 15:20	66470	130
2/18/2016 15:20	66340	40
2/17/2016 15:20	66300	70
2/16/2016 15:20	66230	60
2/15/2016 15:20	66170	60
2/14/2016 15:20	66110	60
2/13/2016 15:20	66050	10
2/12/2016 15:20	66040	40

End 4



MasterLink Data Collection System

3/11/2016 5:07 pm

Data Log Report

From: 1/1/2016 (15:20) To: 3/11/2016 (15:20)

Page 2 of 4

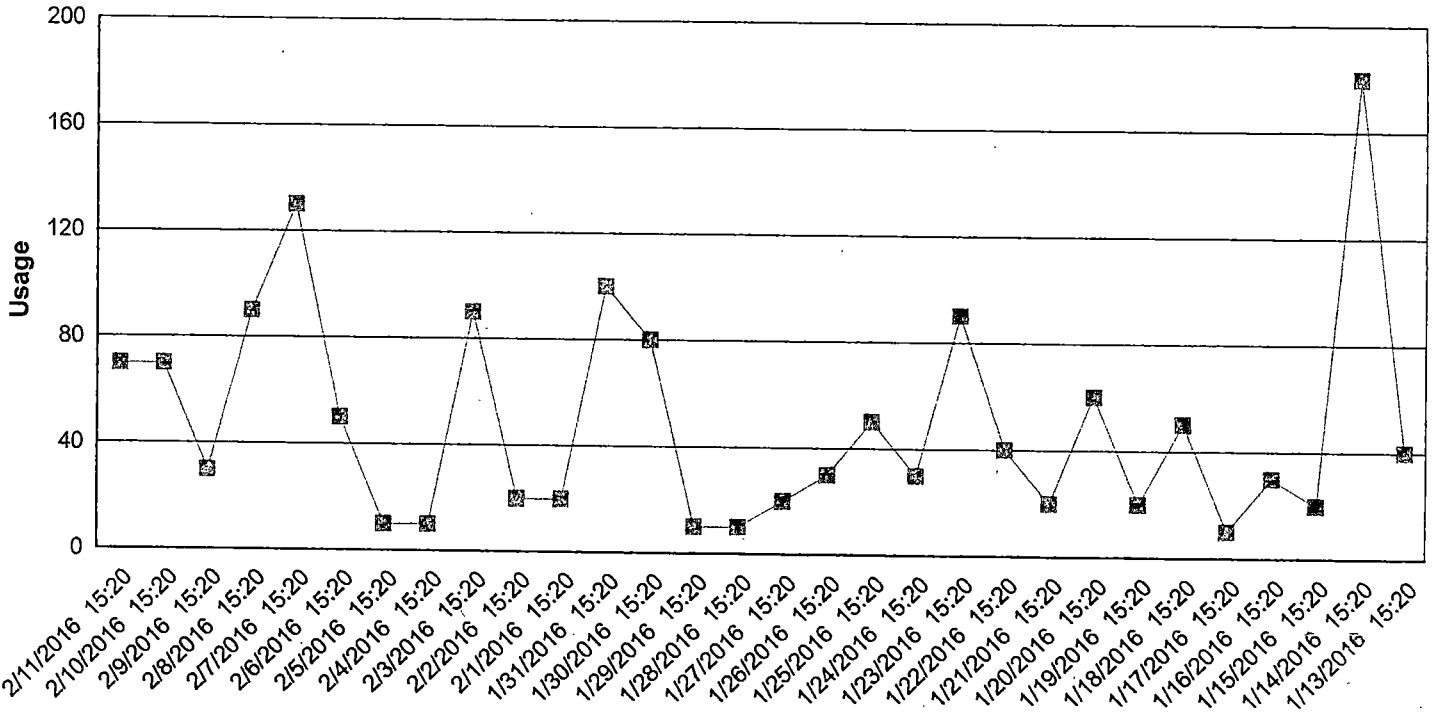
Data Log Event: 1646578

Address:

Customer:

MeterSN: [REDACTED] Electronic ID: 5632933

Peak Consumption: 260 Occurred 1/3/2016 (15:20)



Date & Time	Reading	Usage
2/11/2016 15:20	66000	70
2/10/2016 15:20	65930	70
2/9/2016 15:20	65860	30
2/8/2016 15:20	65830	90
2/7/2016 15:20	65740	130
2/6/2016 15:20	65610	50
2/5/2016 15:20	65560	10
2/4/2016 15:20	65550	10
2/3/2016 15:20	65540	90
2/2/2016 15:20	65450	20
2/1/2016 15:20	65430	20
1/31/2016 15:20	65410	100
1/30/2016 15:20	65310	80
1/29/2016 15:20	65230	10
1/28/2016 15:20	65220	10
1/27/2016 15:20	65210	20
1/26/2016 15:20	65190	30
1/25/2016 15:20	65160	50
1/24/2016 15:20	65110	30
1/23/2016 15:20	65080	90
1/22/2016 15:20	64990	40
1/21/2016 15:20	64950	20
1/20/2016 15:20	64930	60
1/19/2016 15:20	64870	20
1/18/2016 15:20	64850	50
1/17/2016 15:20	64800	10
1/16/2016 15:20	64790	30
1/15/2016 15:20	64760	20
1/14/2016 15:20	64740	180
1/13/2016 15:20	64560	40



MasterLink Data Collection System

3/11/2016 5:07 pm

Data Log Report

From: 1/1/2016 (15:20) To: 3/11/2016 (15:20)

Page 3 of 4

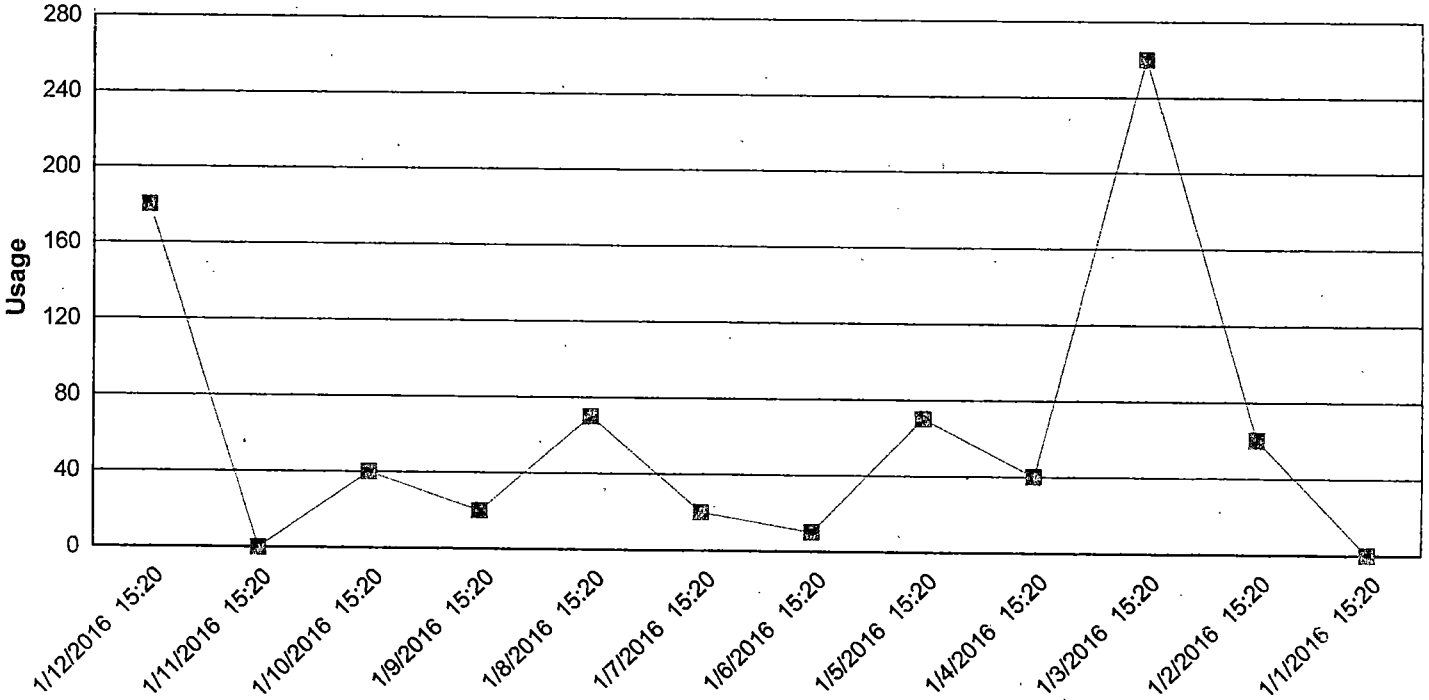
Data Log Event: 164657E

Address:

Customer:

MeterSN: [REDACTED] Electronic ID: 5632933

Peak Consumption: 260 Occurred 1/3/2016 (15:20)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
1/12/2016 15:20	64520	180
1/11/2016 15:20	64340	0
1/10/2016 15:20	64340	40
1/9/2016 15:20	64300	20
1/8/2016 15:20	64280	70
1/7/2016 15:20	64210	20
1/6/2016 15:20	64190	10
1/5/2016 15:20	64180	70
1/4/2016 15:20	64110	40
1/3/2016 15:20	64070	260
1/2/2016 15:20	63810	60
1/1/2016 15:20	63750	0



MasterLink Data Collection System

Data Log Report

3/11/2016 5:06 pm

From: 11/14/2015 (23:22) To: 1/1/2016 (23:22)

Page 1 of 3

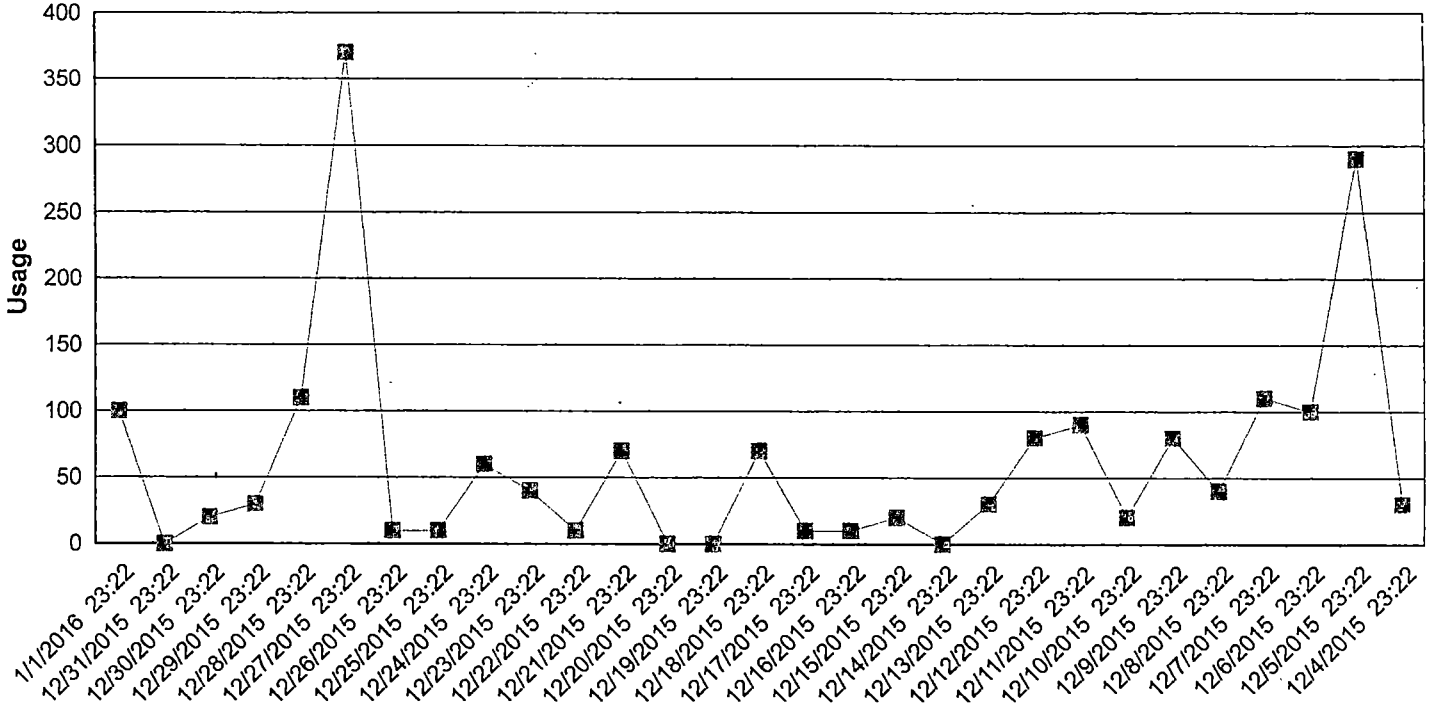
Data Log Event: 1646575

Address:

Customer:

MeterSN: [REDACTED] Electronic ID: 5632933

Peak Consumption: 370 Occurred 12/27/2015 (23:22)



Date & Time	Reading	Usage
1/1/2016 23:22	63800	100
12/31/2015 23:22	63700	0
12/30/2015 23:22	63700	20
12/29/2015 23:22	63680	30
12/28/2015 23:22	63650	110
12/27/2015 23:22	63540	370
12/26/2015 23:22	63170	10
12/25/2015 23:22	63160	10
12/24/2015 23:22	63150	60
12/23/2015 23:22	63090	40
12/22/2015 23:22	63050	10
12/21/2015 23:22	63040	70
12/20/2015 23:22	62970	0
12/19/2015 23:22	62970	0
12/18/2015 23:22	62970	70
12/17/2015 23:22	62900	10
12/16/2015 23:22	62890	10
12/15/2015 23:22	62880	20
12/14/2015 23:22	62860	0
12/13/2015 23:22	62860	30
12/12/2015 23:22	62830	80
12/11/2015 23:22	62750	90
12/10/2015 23:22	62660	20
12/9/2015 23:22	62640	80
12/8/2015 23:22	62560	40
12/7/2015 23:22	62520	110
12/6/2015 23:22	62410	100
12/5/2015 23:22	62310	290
12/4/2015 23:22	62020	30

244 Cap Bottom Rd.



MasterLink Data Collection System

Data Log Report

From: 11/14/2015 (23:22) To: 1/1/2016 (23:22)

3/11/2016 5:06 pm

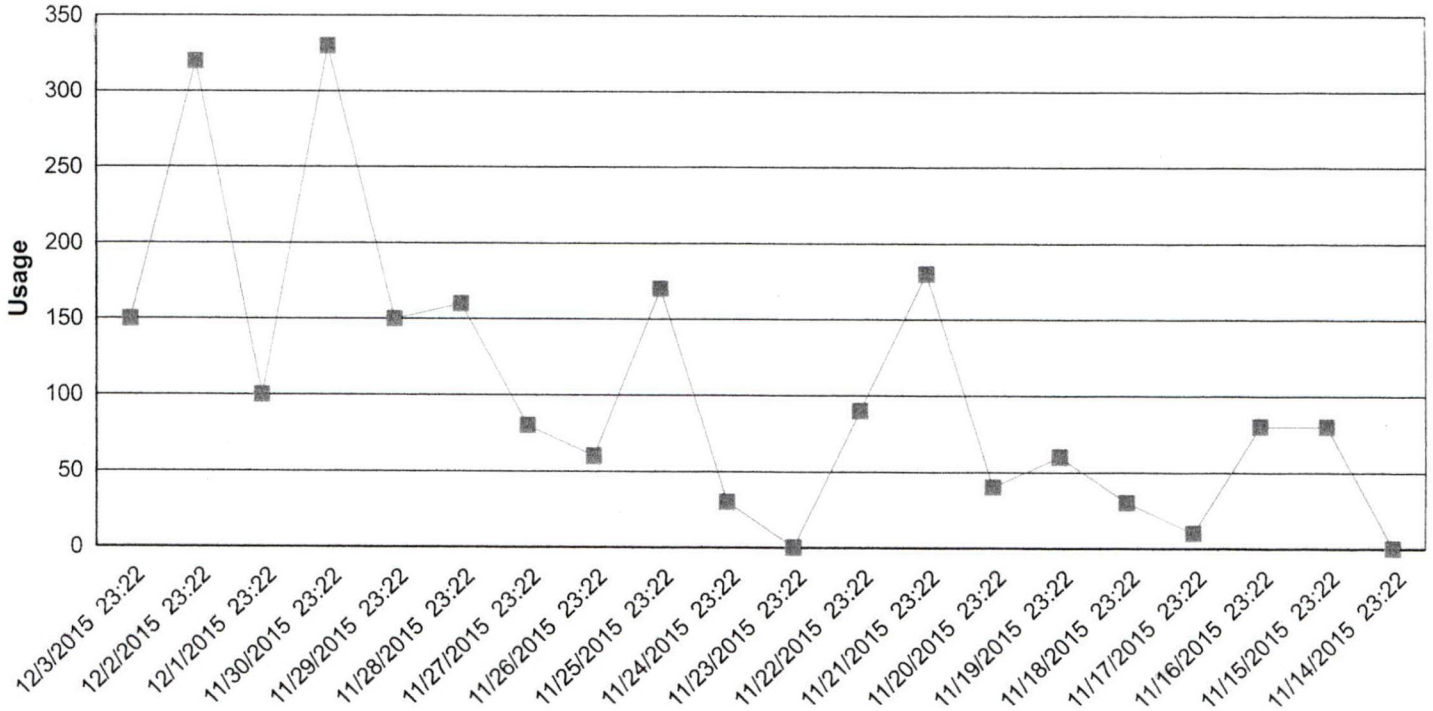
Address:

Customer:

Data Log Event: 1646575

MeterSN: [REDACTED] Electronic ID: 5632933

Peak Consumption: 370 Occurred 12/27/2015 (23:22)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
12/3/2015 23:22	61990	150
12/2/2015 23:22	61840	320
12/1/2015 23:22	61520	100
11/30/2015 23:22	61420	330
11/29/2015 23:22	61090	150
11/28/2015 23:22	60940	160
11/27/2015 23:22	60780	80
11/26/2015 23:22	60700	60
11/25/2015 23:22	60640	170
11/24/2015 23:22	60470	30
11/23/2015 23:22	60440	0
11/22/2015 23:22	60440	90
11/21/2015 23:22	60350	180
11/20/2015 23:22	60170	40
11/19/2015 23:22	60130	60
11/18/2015 23:22	60070	30
11/17/2015 23:22	60040	10
11/16/2015 23:22	60030	80
11/15/2015 23:22	59950	80
11/14/2015 23:22	59870	0

North Mercer Water District
WORK ORDER 24027

Account # [REDACTED]
Name McGinnis, Ron
Address 244 Cap Bottom Lane #4764 Harrodsburg, KY 40330
Telephone [REDACTED] Job #

Order Date 3/11/2016
Status As Soon As Possible
Scheduled 03/11/16 02:51 PM
Order Type GENERAL WORK ORDER

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WA 5632933	5632933	6229	1907217	

Description
Comment

Requested By TAMMY Assigned To North Mercer Water Completed By North Mercer Water

Start Date 03/11/16 03:03 PM Completed Date 03/11/16 03:03 PM

Notes Mr. McGinnis called 3/11/16 day after meter was pulled, stated he wanted water on at above address, he was informed that the meter was pulled the day before and the charges that accrued water & tax 240.29 lock \$10.50 service fee \$30.00 Total 280.79. Deposit for new tenant of \$75.00

Signature _____

E.J.C

PSC Consumer Inquiry System

4/8/2016

Complaint: 2016-00549 **Entry Date:** 4/8/2016 **Closed Date:** **Contact Type:** Hotline

Name: McGinnis, Ronald d. **Utility:** North Mercer Water District

Address: PO Box 538 **Utility Nbr:** 27000 **Location:** Residence
Harrodsburg, KY 40330

County: Mercer **Utility Type:** Water Districts

Home: [REDACTED] **Work:** **Reason:** Billing (Billing policies/practices)
(none) (none)

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:**

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: None

Utility Contact: Mischell Lee (cell 859-325-0293) **Contact's** (859) 865-2292

Preliminary Description: **Other Contacts:**
Being charged because he is the property owner

Processor: VIRGINIAL

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: VIRGINIAL

Date: 4/8/2016 10:21:47 AM

According to the customer he requested water service be disconnected at a Farm House - 244 Cap Bottom Lane, Harrodsburg, Ky. 40330 on May 15, 2015. Customer is disabled, lives alone and had a hip replacement on November 20, 2015. Utility locked the meter on May 26, 2015. Customer called the utility on June 3, 2015 because service water was visible on outside faucet. Customer was told by a utility representative that the meter was off and locked. Renters by the name of Kristen Young and David Jones were at this location. There was no further communication until early March, 2016 when the next renter requested water service. Renter was denied service until \$250.17 plus \$702.00 new deposit and reconnect fee is paid. Customer is being told he is responsible for the water usage because he is the property owner. Please provide a 24 month usage, billing, payment and meter history for this account. Also, any contacts applying for service at this location.

Utility Response:

Date: 4/8/2016 10:25:05 AM

Called and spoke with Michelle Lee on 4-6-2016. According to Michelle Lee, the water was locked off May 26, 2015. This is a radio read meter and because account is noted there is a locked meter nothing was recorded until March, 2016. According to Ms. Lee they inspect the meters every 6 months and found a broken lock and usage on the meter in March, 2016. Account has been referred to the utility's Attorney Tom Jones, 502-839-6020. I spoke with Mr. Jones and he verified that the Water District holds the Owner of the property responsible for any theft of service and water usage. Customer has a court date of 4-15-2016.

Ext. 10