

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SARAH HELTON AND)	
JEFFREY COLLINS)	
)	CASE NO.
COMPLAINANTS)	2018-00138
)	
V.)	
)	
SHARPSBURG WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

Sharpsburg Water District (Sharpsburg District) is hereby notified that it has been named as the defendant in a formal complaint (Complaint) filed on April 16, 2018, a copy of which is attached hereto. The Complaint, filed by Sarah Helton and Jeffrey Collins, (jointly the "Complainants") alleges that Sharpsburg District failed to assist them with what they believe may be a faulty meter or a leak in the water line to their residence. Complainants state that their water bill has been increasing over a number of months and that when they requested a meter change, they were told it would be \$100.00. The Complaint also alleges that when Ms. Helton spoke to Sharpsburg District about having a meter placed on their property she was told the cost would be \$1,000.00, although Sharpsburg District's tariff states the cost is \$850.00.

Based on a review of the Complaint and being otherwise sufficiently advised, the Commission finds that there is insufficient information to determine whether Complainants have presented a *prima facie* case. However, due to the issues raised in the Complaint,

the Commission finds that, in order to assist the Commission in determining whether the Complaint should move forward, Sharpsburg District should file a detailed response to the Complaint. This response should include, but is not limited to, evidence regarding the response, if any, it has made to Ms. Helton's and Mr. Collins's complaints regarding their steadily increasing water bills, any meter testing Sharpsburg District has performed upon the meter for Complainants' account, and any testing Sharpsburg District has performed upon the water line to the Helton residence.

The Commission also requires information on whether Sharpsburg District has an easement or right-of-way on all its customer-owned or –controlled properties where such an easement or right-of-way is necessary for Sharpsburg District's water facilities and lines to furnish service to the customers, as required by its tariff.¹ Upon Sharpsburg District's filing of its response, the Commission will determine its next action.

Based on the foregoing, it is HEREBY ORDERED that:

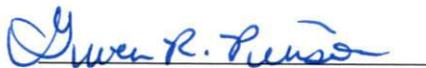
1. Within ten days of the date of entry of this Order, Sharpsburg District shall file a response to the Complaint of Sarah Helton and Jeffrey Collins. The response shall also include the information identified in the body of the order.
2. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.
3. Documents of any kind filed with the Commission in the course of this proceeding shall also be served on all parties of record.

¹ Sharpsburg Water District Tariff, at Sheet No. 10, Rules and Regulations, Paragraph S.

By the Commission



ATTEST:


Executive Director

Case No. 2018-00138

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

APR 16 2018

PUBLIC SERVICE
COMMISSION

In the matter of:

Sarah Helton Jeffrey Callies)
(Your Full Name))
COMPLAINANT)

VS.

Sharpsburg Water District)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Sarah Helton Jeffrey Callies respectfully shows:
(Your Full Name)

(a) Sarah Helton Jeffrey Callies
(Your Full Name)

38 E Church St Sharpsburg Ky
(Your Address)

(b) Sharpsburg Water District
(Name of Utility)

16 Mill St Sharpsburg Ky 40374
(Address of Utility)

(c) That: see attachment
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Sarah Helton / Peppay Cellars vs. Sharpshooters Water District

Page 2 of 2

Wherefore, complainant asks Kentucky
(Specifically state the relief desired.)

Dated at Sharpshooters, Kentucky, this 12 day
(Your City)

of April, 2018.
(Month)

Sarah Helton / Peppay
(Your Signature*)

Pending if needed
(Name and address of attorney, if any)

4-12-2018
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.

To whom it may concern:

about 3 an 1/2 month to 4 month ago we contacted the sharpburg water district about our water bill we ask if they could explain or help because the bill has went from sixty dollars to one hundred eighty to two hundred or more .We ask if they could change the meter they told me Sarah Helton it would cost a hundred dollars to do that after several times of trying to get help from George Purvis or his daughter who is the lady in the office or his father Charles Purvis who reads the meters they said it would be never that they would help. We hired a male subject that has worked for the levey water company for 20 years to help he also got no help from the sharpburg water districk. We ask if they could borrow a leak finder from Salt Lick Water or from Owingsville Water an they refused.

Sorry our water lines run through two people yards about one hundred thirty three feet from our house to the meter through two people yards one being charles purvis an a older lady they both refused to let us put in new lines or find the old one.George Purvis said he didnt have a right a way through the other people property an we dont have a right a way. Also ask the water company to put the meter on our property an George Purvis refused than said he would charge a thousand dollars to put it there fees for sharpburg water is eight hundred fifty dollars. George Purvis has all but told us he would do nothing to help us. We have also ask to have a adjustment onn our water bill an they refused. We have put a new out side shut off on the out side of the house so we know the water is leaking from the meter to the shut off not at the house. We have done everything we know to do to fix the water. I am told that the water company has to make sure we have the right of way to fix our line but George Purvis will do nothing to help. So in closing please help me resolve this issue

Thank-You


Sarah Helton


Jeffrey Collins

Jeffrey Collins
28 E Church Street
Sharpsburg, KENTUCKY 40374

Sarah Helton
28 E Church Street
Sharpsburg, KENTUCKY 40374

*Sharpsburg Water District
16 East Mill Street
P. O. Box 248
Sharpsburg, KY 40374

*Sharpsburg Water District
Sharpsburg Water District
16 East Mill Street
P. O. Box 248
Sharpsburg, KY 40374