

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

STUART I. GROSS, SR.)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2019-00258
)	
GREEN RIVER VALLEY WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

Green River Valley Water District (Green River Valley District) is hereby notified that it has been named as a defendant in a formal complaint (Complaint) filed on June 11, 2019, a copy of which is attached hereto. The Complaint, filed by Stuart I. Gross, Sr. (Mr. Gross), states that Green River Valley District does not provide water quality and pressure at the meter pursuant to the requirements set forth by the Commission.¹ Mr. Gross states that, in 2016, a staff member at Green River Valley District advised that it would take more than a year to make infrastructure changes that would be required in order for Green River Valley District to provide acceptable water pressure to his residence.² Mr. Gross states that the Green River Valley District staff member advised that installing an inline pump between the meter and the residence would be “far less

¹ Complaint at unnumbered page 2.

² Complaint at numbered page 2.

expensive and faster.”³ Mr. Gross asserts that the inline pump now appears to have failed.⁴ When Mr. Gross contacted Green River Valley District, a supervisor advised that although Green River Valley District installed the inline pump, it was not liable for it.⁵

Pursuant to 807 KAR 5:001, Section 20, it is HEREBY ORDERED that:

1. Green River Valley Water District is to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of the Order.
2. 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. 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 personal information cannot be read.

³ *Id.*

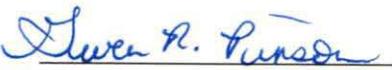
⁴ Complaint at numbered page 2.

⁵ *Id.*

By the Commission

ENTERED
NOV 13 2019
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2019-00258 DATED **NOV 13 2019**

FOUR PAGES TO FOLLOW

RECEIVED

JUN 11 2019

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Stuart I. Gross Sr.)
_____)
(Your Full Name))
COMPLAINANT)
VS.)
)
Green River Valley Water District)
_____)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Stuart I. Gross Sr, respectfully shows:

(a) _____

3013 Leitchfield Rd., Cecilia KY 42724

(b) Green River Valley Water District

(Name of Utility)

1180 East Main Street, Horse Cave, KY 42749

(Address of Utility)

(c) That: Please See attached web-form submission dated April 30, 2019.

(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

Stuart I. Gross Sr. vs. Green River Valley Water District

Page 2 of 2

Wherefore, complainant asks Water quality and pressure at the meter
(Specifically state the relief desired.)

persuant with the requirements set forth by the Kentucky PSC.

Please see attached web-form submission for additional information.

Dated at Cecilia, Kentucky, this 28th day
(Your City)

of May, 2019.
(Month)


(Your Signature*)

(Name and address of attorney, if any)

5/28/2019
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.

Stuart Gross

From: Stu Gross [REDACTED]
Sent: Friday, May 24, 2019 12:21 AM
To: Stuart Gross
Subject: Fwd: KY PSC Utility Inquiry
Attachments: Formal Complaint Form1.pdf

----- Forwarded message -----

From: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Date: Monday, May 13, 2019
Subject: RE: KY PSC Utility Inquiry
To: [REDACTED]

Thank you for contacting the Commission regarding Green River Valley Water District.

Per your request, Formal Complaint Forms are attached. Please complete the forms and mail them to: P.O. Box 615, Frankfort, KY 40602.

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, April 30, 2019 3:34 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, April 30, 2019 at 3:33 PM

Name: Stuart Gross
Address: 3013 Leitchfield Rd.
City: Elizabethtown
State: KY
Zip Code: 42724
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Green River Valley Water District

State the nature of your concern: Hello, We have no water pressure at our property at 2931 Rocky Hill Road, Bonnieville KY, 42713. (The address on record with the water company is 2931 Baumgardner Road.) When we took possession of the property and began renovations in the fall of 2016 we noticed very poor water pressure. That winter we observed the low pressure drop to virtually no pressure. That is when we initially engaged the water company regarding the issue.

The supervisor (or engineer?) that we spoke with told us that it could take more than a year to make infrastructure changes that would likely be required to provide us with acceptable pressure. He decided that it would be far less expensive and faster to have an inline pump installed between the meter and the home. It took numerous calls and months before the pump was finally installed and working. I believe it was late summer by the time the project was finally complete. We were ecstatic to finally have running water again. Unfortunately, the inline pump now appears to have failed. It appears to be leaking and filling the in-ground box that it was placed in. The water in the box, then shorts the electrical which trips the breaker, leaving us with no water at all. We contacted the water company on Sunday, April 14 and a technician came out. He stated that there was nothing he could do and that he would contact his supervisor and that in the meantime, I should directly contact the plumber that the water company had contracted to install the pump. The plumber stated in a voicemail to me that those pumps don't normally last much past two years. He also stated that he thought that I could possible purchase a replacement pump and install it myself. The feedback from the supervisor cam in the form of a text message from the technician who had come to the house on the 14th of April. The message was basically that although they (the water company) did pay to have it installed, they weren't liable for it. Since all of this started, it was brought to my attention that the water company is (required?) to provide a certain amount of pressure at the pump. The water company themselves determined that they do not. I may not be correct, but I feel that a more permanent solution should be in place. A pump that has to be removed and replaced by the consumer every two years doesn't seem like an acceptable solution. Also, the fact that we also pay for the electricity that operates the pump also seems unfair. We appreciate any assistance you can give. Thank you. Sincerely, Stuart Gross

Have you contacted the utility about the problem: Yes

Stuart I. Gross, Sr.
3013 Leitchfield Road
Cecilia, KENTUCKY 42724

*Green River Valley Water District
1180 E Main Street
P. O. Box 460
Horse Cave, KY 42749