

RECEIVED

NOV 06 2020

PUBLIC SERVICE  
COMMISSION

November 2, 2020

KY Public Service Commission

PO BOX 615

Frankfort, Ky 40602-0615

Dear Sir or Madam:

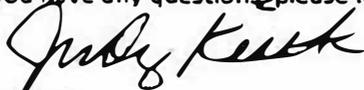
This is a formal complaint and request for assistance against Southern Madison Water District (SMWD). Enclosed please find my description of the event, my plumber's description of the event, two neighbor's statements that were involved in the event, my attorney's open record request, their response which implied the customer had a leak (note the hand written note on the report while everything else except the signature was typed. This Customer Leak and date appear to have been written after the form was completed), my telephone records showing that I called 5 times in two days, their unreasonable charges of excess water use, and my letter requesting reimbursement for damages. Please note that Michelle Thompson lives about a mile from me on a private lane approximately ¼ mile off Dogwood Drive. She does not have a pump and her water pressure is so low that it takes 35-40 minutes for her washer to fill, yet she experienced the same excessive air pressure that I did. My attorney asked in a separate open records request if the water was turned off and back on at any time. While SMWD did not answer that question, they denied their turning the water on and off while the repair was made to Dr. Blank's house could have caused my damage. They did not explain how the excessive air pressure got into the system.

Also enclosed are their attorney's response and my rebuttal letter.

My system was clearly damaged when Southern Madison made a repair to Dr. Blank's water line coming into his meter from the main line. It took me a while to find Dr. Blank at home to learn that a customer leak as handwritten on SMWD's report was in fact not true. The leak was in Southern Madison's water line leading to Dr. Blank's meter. In order to make Dr. Blank's repair the main water line most likely was turned off at the main station at the beginning of South Dogwood Drive. That the water was off about a half day can be verified by yet another neighbor.

Thank you for investigating this matter. I have no problem paying for repairs to my system if it is my fault. However, since the damage occurred due to their repair actions, I view them as accountable and would like SMWD to reimburse me for those repairs.

If you have any questions, please feel free to contact me at [REDACTED]



Judy Keith

1085 S. Dogwood Drive

October 12, 2020

Mr. Tommy Bussell, Superintendent

South Madison Water District

PO BOX 220

Berea, Ky 40403

RE: Damage to my water system

Dear Mr. Bussell:

Enclosed is my description of events regarding water damage by extreme air pressure along with the licensed plumber's description. Also, two letters are enclosed to support my claim.

I do not for one minute believe that my entire system self-exploded and therefore hold Southern Madison Water District responsible for the damages.

I am asking your company to reimburse me for those repair expenses and ask that you communicate your intentions within 5 working days of receipt of this request. Otherwise other actions will have to be taken. A list of the expenses incurred is enclosed. I do have cancelled checks and receipts for all items

Sincerely,

Judy Keith

1085 South Dogwood Drive

Berea, Ky 40403

**Water damage expenses to 1085 S. Dogwood Drive, Berea, KY**

**Pump                    \$1,073.27**

**Fill valve and hose   \$21.65**

**Adj Dual Aeratri      9.53**

**Lf Dnco Fem Aer      6.02**

**Plumber                425.00**

**140.00**

**80.00**

**65.00**

**Deduction in fee charged for water   \$274.00 less \$13.00 my average bill X 2 months = \$248.00**

**Total    \$2068.47**

## Description of Water Problems – Judy Keith, homeowner

On July 24 or 25, 2020 my 15 year-old-grandson went into the bathroom to take a shower. He turned the water on so that the hot water could come in before he got into the shower. The shower head was violently spitting air with only drops of water. He yelled for me. I turned it off, then turned it back on and got the same response. I turned on the bathroom sink and got the same response. I turned on the kitchen sink and got the same response. I called my son; he said I had air in my water line and quickly researched what to do. As instructed by an internet search I went outside to turn on the outside faucet which was hooked to my water hose. When I turned on the water, the air pressure ruptured the water hose which was two years old. I left the water running outside and proceeded to turn on all water outlets inside as well as flushed the commode five times. The air pressure reduced enough so that my grandson could shower. The next morning we once again had air in the lines but continued to shower, wash clothes and dishes, cook, etc. indicating the pump was still working. I called Southern Madison Water supply to report the problem and was told that others had reported it already. When my pipes continued to have air in them, I called again and was told they were working on it. I called a third time and was told the problem had been fixed. My next water bill was 7 times higher than normal. It took me several weeks to find a plumber to make the necessary repairs. I asked the water company about records of water problems they had fixed during the time of my damage and was told they had no records of any problems. I requested my AT & T phone records and should have those soon. Because the commode continued to run after it was flushed and I was tired of having to turn the water off after each use, I replaced the parts inside the toilet myself. However, I brought a new metal hose and parts that were replaced by the licensed plumber. I also purchased a new water hose. The cold water on my bathroom faucet did not work and my kitchen sink cold water was leaking after the event.

After all these repairs were made the plumber and I discussed options for preventing future events like this so he also installed a check valve near the Southern Madison Water Company's connection to my line. He said the pressure release valve might safe the system in the future but there were no guarantees.

My cottage is .8 of a mile from South Dogwood Drive and the pump is 2/3 of the way up that distance. The house is at 1600 feet elevation. All my water equipment was a little over a year old when the damage occurred.



Location 02000300 1065 S DOGWOOD DR  
 Home Phone (859) 806-4236

Details Locations Services Meters Billed Reads Transactions Billing Address Rate Codes Statement Customer Care (6) What-If?

Location 02000300 1065 S DOGWOOD DR First Deposit: Null  
 Service Water (No start date - No end date)  
 Meter 12513493 9037055 Meter Install Date No Install Date  
 Max Read Date 9/30/2020 [Change Billing]

Present	Read Date	Read Method	Status	Amount	Estimated Read	Comments
Present	8/12/2020 12:00:00 AM	Manual	OK		120700	Change Previous Billed Read

Usage: 0  
 Average for this meter: 86.91

Hide Billed Reads From History Print Billed Reads From History

Read Date	Read Method	Status	Amount	Estimated Read	Comments
8/12/2020 12:00:00 AM	Manual	OK	1207	100 0000	120700 86400
7/23/2020 12:00:00 AM	Unknown	OK	623	100 0000	62300 29400
6/11/2020 12:00:00 AM	Unknown	OK	419	100 0000	41900 2400
5/14/2020 12:00:00 AM	Unknown	OK	395	100 0000	39500 2200
4/15/2020 12:00:00 AM	Unknown	OK	373	100 0000	37300 1300
3/20/2020 2:29:32 PM	Unknown	OK	268	100 0000	26800 800
2/19/2020 2:35:57 PM	Unknown	OK	355	100 0000	35500 700

Location 02000300 1065 S DOGWOOD DR  
 Home Phone (859) 806-4236

Details Locations Services Meters Billed Reads Transactions Billing Address Rate Codes Statement Customer Care (6) What-If?

Use Recent Reads

Total Balance (est.)	9/1/2020 - 9/30/2020	8/1/2020 - 8/31/2020	7/1/2020 - 7/31/2020	6/10/2020 - Older
	50.00	(43.00)	50.00	50.00

Use Search Options

Service Location: (All)  
 Beginning Date: 6/6/2020  
 Ending Date: 8/30/2020  
 Reference:  
 Billing Cycle: (Any)  
 Transaction Category: (Any)  
 Transaction Type: (Any)  
 Service Type: (Any)  
 Show Transaction Breakdown:  
 Max: 500  
 Show Results in Grid

Date	Transaction Type	Reference	Fee Detail	Payment	Usage	Amount	Un-App'd	Balance
7/25/2020	KY River Auth Tax	Charge				50.12	50.00	5116.48
8/19/2020	Payment Check - 08/19/20 cash	578				(574.89)	(574.89)	(5162.38)
8/26/2020	* Leak ADJ Water - leak adj	1st 2nd adj				(513.70)	(513.70)	(5322.08)
8/25/2020	School Tax ADJ - leak adj	leak adj 1st 2nd				(57.71)	(54.83)	(5329.79)
8/25/2020	KY River Auth Tax ADJ - leak adj	1st 2nd adj				(30.12)	50.00	(5329.91)
8/25/2020	Water Service Charge	Charge	12000	12000	64200	5315.76	50.00	(514.15)
8/25/2020	School Tax	Tax Charges				55.17	50.00	(54.68)
8/26/2020	KY River Auth Tax	Charge				51.00	50.00	(53.00)

16 total records found  
 \* indicates transactions that are not realized  
 † indicates meter readings that are estimated

[Print]

To whom it may concern,

I am Jordan Rouland, and the purpose of this letter is to clarify the issues that I found with Judy Keith's pump system on August 7<sup>th</sup> 2020. I was called to Judy Keith's home to look for a water leak after she had high water bills. After a quick investigation of the pump station in between the house and the water meter, I found a gauge on which the front glass cover had broken and water was spraying from the gauge. This gauge was inline before the booster pump to read the incoming water pressure and in no way would it effect the pumps operation. I also noticed the pump spraying water from the motor shaft which meant internal damage of the pump gaskets at the very least. The 30-pound gauge that was installed was too small to handle the amount of excessive air pressure and shattered at about 100 pounds of pressure. The gauge shattering and other damage was caused by excessive air pressure in the line. After I removed the pressure gauge, I saw the glass had broken and the dial had bent as if a tremendous amount of pressure had run through the system. It is my opinion that the pump and gauge both started leaking at the same time due to a high-pressure event in the line. Most likely air pressure since it can be more volatile when running through a pump system. I installed a new booster pump, gauge, and pressure blow off valve to hopefully mitigate some damage if it were to occur again. I had to clean debris of plastic and rubber that shot through the line causing a kitchen sink faucet to leak and a bathroom faucet to be clogged which I repaired as well.

# SOUTHERN MADISON WATER

## Payment Receipt

Customer: [REDACTED]: KEITH, JUDY B

Location: 02005350

Utility Bill Payment

274.86

Payment Date: 08/19/2020 8:03:17 am

Received By: jesse

Check (578) -274.86

Subtotal: \$274.86

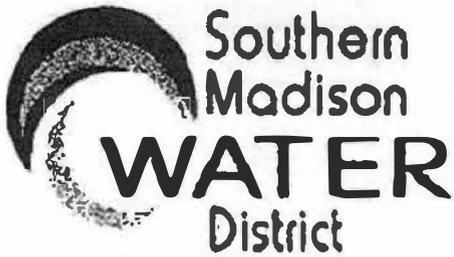
Tendered: \$-274.86

Change Due: \$0.00

# SOUTHERN MADISON WATER

169

Order Date		Required By		Date Scheduled		Actual Begin Date											
6/25/2020 8:08:08 AM						6-25-20 9: AM											
Closed Date		Created By		Updated By		Completed By		Assigned To									
8/14/2020 8:40:29 AM		jesse		jesse		Tommy B...											
Order Number		Account #		Location #		Route		Work Order Type		Service Type							
169				01012600		Handhelds		Check Leak Utility Side									
Billing Customer Name				Service Address				External System ID									
BLANK, KEN				823 SOUTH DOGWOOD DR Berea, KY				7966									
Customer Care #			Contact Name			Contact Phone											
			KEN BLANK			(859) 358-2503											
Locate/Request Number		Date/Time Located		Date/Time Called In		Latitude		Longitude									
Follow Up Date			Follow Up Action			Follow Up Completed On			Follow Up Completed By								
Check Valve						WD Only Reading Water Loss											
In System ? No						At Location ? Yes <input type="checkbox"/> No <input type="checkbox"/>											
						0											
Field Notes																	
More wet than usual around the meter please check																	
Service Location Notes																	
Customer's Leak																	
Special Instructions																	
Meter Info		Meter S/N		Read Date		Electronic ID		Booster ID		Last Read		Service		Meter Size		Final Reading	
None		10968816		08/03/2020		13505021		0		272,600		Water		3/4"			
Item		Description						Qty/Hours		Extended Amt.							



**FAX TRANSMITTAL**

DATE: 9-15-2020

Pages (including cover): 2

TO: Eaves, Olds, Bohannon & Floyd, PLLC

ATTENTION: Mr. Stuart K. Olds

TELEPHONE: 859-623-3728

FAX: 859-623-4224

RE: Work Orders in the South Dogwood area 6-24 & 25 2020.

Sincerely,

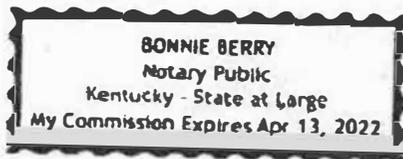
A handwritten signature in cursive script, appearing to read "Charles T. Russell".

Charles T. Russell  
Manager/Superintendent  
Southern Madison Water District

I, Michelle Thompson, live at 1031 South  
Dogwood Dr. Bee, Ky. I recall very clearly  
having excessive air in my water system on  
Tue 24, 25th 2020.

Michelle  
Thompson

9-23-20



9/23/20

Bonnie Berry

Kenneth W. Blank PhD MPH MS  
823 South Dogwood Drive  
Berea, KY 40403  
859-358-2503  
26-Sept-20

Judy Keith, Ed. D.  
1085 S. Dogwood  
Berea, KY 40403

Dear Dr. Judy Keith,

Per our discussion on Saturday 26-Sept-20, I did have a water leak earlier this year. I do not recall the exact date, but based on the paperwork you provided to me from Southern Madison Water, a date of 25-June-20 does seem to be correct.

The events began by me noting that the ground near the water meter was saturated and there was standing water on the surface of the ground. I called the Southern Madison Water District (water company) to report the leak. A few hours later, I noted a water truck in our driveway so I went out and talked with the person in the truck. I was informed that it was a water leak and they observed the water meter for some time and it showed zero water use, so it was determined the leak was on the water company's side of the water meter. I was informed that they were waiting on a crew to arrive to excavate the soil to reach the leak. I was informed that this was not an issue that would impact my bill in any way because it was on the water company's side of the meter. Shortly after my discussion, the crew of two individuals arrived to excavate the leak. At that time I began mowing my yard. About an hour into the excavation, I talked with the crew and they were about a meter down and had not located the leak. They stated the leak had likely been present for an extended period of time, but because of the lay of the ground, it had taken an extended time period for the water to finally percolate to the surface. I then continued to cut grass and upon finishing, about 2 ½ hours later, the crew was gone, the excavation was filled in and they replaced the cover over the water meter. There were no other issues.

During my conversation with you on 26-Sept-20, you asked if they had to shut off water in the main water line and I informed you that I was not informed if that action was required.

To the best of my knowledge, this is the sequence of events that occurred regarding the water leak at my private residence of 823 South Dogwood Drive, Berea, KY 40403.

Best Regards,



Kenneth Blank PhD, MPH, MS

26-sept-20



Wireless, [REDACTED]  
 JDY M. KETH

Call Detail

Time	Place Called	Number Called	Rate Code	Feature Code	Min	Airtime Charges	LD/Addl Charges
<i>Thursday, Jun 13</i>							
12:22am	SHREVE LA	318.518.4535	SDDV		19	\$0.00	\$0.00
1:41am	BOONE KY	859.818.3838	SDDV		1	\$0.00	\$0.00
1:42am	COVING KY	859.462.8555	SDDV		2	\$0.00	\$0.00
1:43pm	INCOMI CL	540.562.4679	SDDV		9	\$0.00	\$0.00
<i>Friday, Jun 14</i>							
1:16pm	INCOMI CL	859.779.1800	SDDV		5	\$0.00	\$0.00
2:17pm	RICHMO KY	859.200.1937	SDDV		2	\$0.00	\$0.00
2:22pm	CALL WAIT	859.200.1937	SDDV	CW	2	\$0.00	\$0.00
2:23pm	BEREA KY	859.986.1013	SDDV		3	\$0.00	\$0.00
2:27pm	RICHMO KY	859.582.0351	SDDV		1	\$0.00	\$0.00
2:59pm	INCOMI CL	859.582.0351	SDDV		3	\$0.00	\$0.00
2:55pm	BEREA KY	859.868.1105	SDDV		1	\$0.00	\$0.00
<i>Saturday, Jun 15</i>							
2:29am	BEREA KY	859.986.1013	SDDV		2	\$0.00	\$0.00
3:51am	INCOMI CL	859.582.5726	SDDV		1	\$0.00	\$0.00
0:09pm	RICHMO KY	859.624.4436	SDDV		1	\$0.00	\$0.00
10:00pm	RICHMO KY	859.624.4330	SDDV		1	\$0.00	\$0.00
11:01pm	RICHMO KY	859.624.4330	SDDV		1	\$0.00	\$0.00
5:44pm	RICHMO KY	859.582.5726	SDDV		1	\$0.00	\$0.00
5:59pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
12:22pm	COVING KY	859.462.8554	SDDV		9	\$0.00	\$0.00
1:58pm	NEWORL LA	504.442.1985	SDDV		17	\$0.00	\$0.00
1:05pm	COVING KY	859.462.8554	SDDV		1	\$0.00	\$0.00
<i>Sunday, Jun 16</i>							
1:37am	BEREA KY	859.986.7112	SDDV		1	\$0.00	\$0.00
1:38am	BEREA KY	859.986.7112	SDDV		2	\$0.00	\$0.00
1:44am	INCOMI CL	859.986.7112	SDDV		1	\$0.00	\$0.00
1:46pm	BEREA KY	859.986.7112	SDDV		1	\$0.00	\$0.00
1:47pm	COVING KY	859.479.7305	SDDV		2	\$0.00	\$0.00
1:48pm	CINCIN OH	513.827.5669	SDDV		3	\$0.00	\$0.00
1:01pm	DALEVI AL	334.379.6254	SDDV		1	\$0.00	\$0.00
1:03pm	CINCIN OH	513.827.5669	SDDV		1	\$0.00	\$0.00
1:08pm	INCOMI CL	334.379.6254	SDDV		5	\$0.00	\$0.00
1:13pm	INCOMI CL	334.379.6254	SDDV		17	\$0.00	\$0.00
1:28pm	CALL WAIT	502.333.9130	SDDV	CW	2	\$0.00	\$0.00
1:29pm	DALEVI AL	334.379.6254	SDDV		16	\$0.00	\$0.00
1:44pm	CINCIN OH	513.526.0862	SDDV		5	\$0.00	\$0.00
<i>Monday, Jun 17</i>							
12am	LOUISV KY	502.384.0735	SDDV		8	\$0.00	\$0.00
1:41am	INCOMI CL	540.293.4542	SDDV		12	\$0.00	\$0.00
1:58pm	INCOMI CL	859.582.0351	SDDV		1	\$0.00	\$0.00
1:58pm	RICHMO KY	859.582.0351	SDDV		2	\$0.00	\$0.00
1:08pm	INCOMI CL	925.381.9968	SDDV		17	\$0.00	\$0.00
1:56pm	COVING KY	859.462.8554	SDDV		5	\$0.00	\$0.00
<i>Tuesday, Jun 18</i>							
1:55pm	COVING KY	859.462.8554	SDDV		3	\$0.00	\$0.00

Time	Place Called	Number Called	Rate Code	Feature Code	Min	Airtime Charges	LD/Addl Charges
<i>Friday, Jun 19</i>							
10:49am	LOUISV KY	502.384.0735	SDDV		2	\$0.00	\$0.00
11:56am	COVING KY	859.479.7305	SDDV		1	\$0.00	\$0.00
11:57am	COVING KY	859.462.8554	SDDV		1	\$0.00	\$0.00
11:58am	LOUISV KY	502.384.0735	SDDV		1	\$0.00	\$0.00
12:21pm	COVING KY	859.462.8555	SDDV		1	\$0.00	\$0.00
12:34pm	COVING KY	859.462.8555	SDDV		1	\$0.00	\$0.00
01:39pm	INCOMI CL	859.582.0351	SDDV		1	\$0.00	\$0.00
02:12pm	INCOMI CL	859.986.3595	SDDV		4	\$0.00	\$0.00
08:00pm	COVING KY	859.462.8554	SDDV		1	\$0.00	\$0.00
08:03pm	INCOMI CL	859.462.8554	SDDV		2	\$0.00	\$0.00
<i>Saturday, Jun 20</i>							
03:09pm	SHREVE LA	318.518.4535	SDDV		11	\$0.00	\$0.00
<i>Sunday, Jun 21</i>							
01:01pm	INCOMI CL	859.462.8554	SDDV		1	\$0.00	\$0.00
08:16pm	INCOMI CL	502.333.9130	SDDV		2	\$0.00	\$0.00
<i>Monday, Jun 22</i>							
08:14pm	COVING KY	859.462.8554	SDDV		1	\$0.00	\$0.00
<i>Tuesday, Jun 23</i>							
01:13pm	RICHMO KY	859.358.3549	SDDV		1	\$0.00	\$0.00
01:13pm	RICHMO KY	859.248.4606	SDDV		1	\$0.00	\$0.00
01:15pm	INCOMI CL	443.864.7569	SDDV		7	\$0.00	\$0.00
03:01pm	DENVER CO	303.475.1136	SDDV		19	\$0.00	\$0.00
06:07pm	COVING KY	859.462.8554	SDDV		2	\$0.00	\$0.00
06:08pm	COVING KY	859.462.8554	SDDV		2	\$0.00	\$0.00
<i>Wednesday, Jun 24</i>							
12:21pm	BEREA KY	859.986.9119	SDDV		1	\$0.00	\$0.00
12:22pm	BEREA KY	859.986.9119	SDDV		1	\$0.00	\$0.00
03:49pm	RICHMO KY	859.582.0351	SDDV		1	\$0.00	\$0.00
03:58pm	INCOMI CL	859.582.0351	SDDV		1	\$0.00	\$0.00
05:52pm	INCOMI CL	859.462.8554	SDDV		4	\$0.00	\$0.00
<i>Thursday, Jun 25</i>							
08:18am	BEREA KY	859.986.9031	SDDV		1	\$0.00	\$0.00
08:42pm	BEREA KY	859.986.9031	SDDV		1	\$0.00	\$0.00
05:59pm	COVING KY	859.462.8554	SDDV		1	\$0.00	\$0.00
08:28pm	INCOMI CL	502.333.9130	SDDV		1	\$0.00	\$0.00
08:37pm	CINCIN OH	513.526.0862	SDDV		1	\$0.00	\$0.00
<i>Friday, Jun 26</i>							
11:18am	LOUISV KY	502.384.0735	SDDV		5	\$0.00	\$0.00
12:31pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
12:37pm	ROANOK VA	540.562.4679	SDDV		7	\$0.00	\$0.00
01:32pm	BEREA KY	859.986.9031	SDDV		1	\$0.00	\$0.00
01:38pm	BEREA KY	859.986.9031	SDDV		1	\$0.00	\$0.00
02:39pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
02:52pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
02:53pm	BEREA KY	859.986.9031	SDDV		1	\$0.00	\$0.00
03:09pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
03:16pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
03:25pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
03:28pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
03:38pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
03:53pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
04:19pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
04:31pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
04:36pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
04:43pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00
04:57pm	FRANKF KY	502.564.2900	SDDV		2	\$0.00	\$0.00



# EAVES, OLDS, BOHANNON & FLOYD PLLC

ATTORNEYS AT LAW

MORRIS B. FLOYD  
DAVID L. BOHANNON  
MICHAEL R. EAVES  
STUART K. OLDS

218 WEST MAIN STREET  
RICHMOND, KENTUCKY 40475  
PHONE: 859-623-3728 • FAX: 859-623-4224

September 10, 2020

Tommy Bussell, Superintendent  
Southern Madison Water District  
PO Box 220  
Berea, KY 40403

**RE: Problems in the Water System in the South Dogwood  
Drive Area Occurring on or About June 24 or 25, 2020**

Mr. Bussell:

I apologize for the inconvenience, but the dates that Mrs. Keith experienced difficulties with her water system were actually *June 24<sup>th</sup> or 25<sup>th</sup>*, not *July 24<sup>th</sup> or 25<sup>th</sup>* at 1085 South Dogwood Drive, Berea, KY 40403. On or about June 24<sup>th</sup> or 25<sup>th</sup>, she experienced substantial difficulties with her water system.

We would like to request copies of any complaints reported by any other parties in the South Dogwood Drive area on those dates and/or any difficulties logged in your system by your employees, including any repairs that may have been made to your system on either of those dates.

In the documentation provided; please provide the name, address, and contact information of anyone who made such complaints, the method the complaint was reported, and any remediation measures taken to resolve the complaint.

With regard to any documentation that may be in your system; please provide any test results, metering reports, diagnostic reports, or reports of any first-hand visualization of any difficulties reported by any of your employees together with documentation regarding the measures taken to remedy such issues.

**BLEVINS LAW**  
ATTORNEYS AT LAW

400 RICHMOND ROAD NORTH, SUITE C  
BEREA, KENTUCKY 40403

Frankie C. Blevins, Jr.  
Tracy Todd Blevins

Telephone 859.985.5410  
Facsimile 859.985.5482  
[www.BlevinsLaw.net](http://www.BlevinsLaw.net)

October 21, 2020

Judy Keith  
1085 South Dogwood Dr  
Berea, KY 40403

RE: Water System at 1085 South Dogwood Drive, Berea, Kentucky

Ms. Keith:

I represent Southern Madison Water District ("SMWD"). I am in receipt of your October 12, 2020 letter and I reviewed the letter along with the attachments. After a thorough investigation, SMWD does not believe it is responsible for the issues with your water system. The following is a summary of how SMWD reached its conclusion.

All of the alleged damage was sustained to your pump and your service line(s) on your side of the meter. SMWD is not responsible for pumps or service lines beyond the SMWD meter. You allege that there was air in the line, which caused the damage to your pump and line(s); however, we have no record of air being in the water line(s) anywhere near the time you allege the air traveled through the line.

The only other water line issue around the time of your allegations occurred on or about June 25, 2020 and was associated with the water line of Ken Blank at 823 South Dogwood Drive, Berea, Kentucky. SMWD produced the service record for Mr. Blank in response to your open records request and you attached same to your October 12, 2020 letter. While there was a leak with Mr. Blank's line, that leak would not have caused air to travel through the main water line and through your service line resulting in the damages you allege. In short, the leak associated with Mr. Blank's water leak is in no way associated with your experience.

While reviewing the letter of your plumber, Jordan Rouland, we noticed that upon his inspection he found a 30-pound gauge installed on your water pump. Mr. Rouland's letter and opinion indicated that the 30-pound gauge was too small and he replaced it with a 100-pound gauge. Mr. Rouland also noted that he also installed a pressure blow off valve to mitigate damage in the event the pump experienced higher pressure in the future. Based on Mr. Rouland's opinion, your water pump needed a 100-pound gauge instead of

a 30-pound gauge and needed a pressure blow off valve. The water pump is located on your side of the meter, was purchased by you and installed at your direction. If the water pump was installed incorrectly or installed without the proper gauges or valves, it is not the fault or responsibility of SMWD.

Based on the foregoing, SMWD is of the opinion that it is not responsible or liable for any damages you experienced with your water pump or line(s) on your side of the meter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Frankie C. Blevins, Jr.', with a long horizontal flourish extending to the right.

Frankie C. Blevins, Jr.

October 29, 2020

Mr. Frankie C. Blevins, Jr.

Blevins Law

400 Richmond Road North, Suite C

Berea, Ky 40403

RE: Water System at 1085 S. Dogwood Drive, Berea, Ky

Dear Mr. Blevins:

Your letter dated October 21, postmarked October 23, was received on October 28. The Superintendent of Southern Madison Water Supply signed for my certified letter on October 14. He was given 5 days to respond to me with a positive response before I took further action.

The purpose of this letter is to correct the misinformation in your letter used to justify your conclusion that Southern Madison is not responsible for damage done to my system.

The leak to Mr. Blank's property was not in his line. It was in Southern Madison Water District's line to his property.

There was nothing wrong with the initial installation of my water system. It was installed by a team of licensed plumbers and inspected by the state as required by law. The licensed plumber who made the repairs does not state nor does he imply that anything about the installation was done incorrectly. He did not install a 100 pound pressure gauge. He states that the 35 pound pressure gauge could not withstand the air pressure he estimated to be 100 pounds in order to shatter the gauge, damage the pump and cause not only air but particles of debris to be sent almost a half mile uphill to my clog my faucets and to cause my water hose to rupture. In my canvas of neighbors, one very pregnant lady told me her water was off several hours during the day Dr. Blank's repairs were made. She lives between Michelle Thompson who verified the excessive air pressure and Dr. Blank who confirmed the repairs took several hours. Clearly, the water serving South Dogwood Drive was cut off and cut back on by Southern Madison Water District employees. What other explanation can there be for the excessive air pressure? My complaint regarding this issue was filed immediately after the deadline. Your letter will be forwarded along with this response.

Respectfully,

Judy Keith, Ed.D.

November 2, 2020

Mr. Tommy Bussell, Superintendent

South Madison Water District

PO BOX 220

Berea, Ky 40403

RE: Open Records Request

Dear Mr. Bussell:

Pursuant to KY Open Records Law

Please provide me with the names and addresses of your current board members.

Thank you.

Judy Keith, Ed.D.



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More Actions... ▼

Go

( Newer 6 of about 133 Older )

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Drafts (2)

All Mail

Spam

Trash

Contacts

Labels

[Gmail]

[Gmail] All M...

Boxbe Waitin...

Edit labels

Collapse all

Print

New window

## Southern Madison Water District Complaint

☆ Daniell, Robert (EEC) <robert.daniell@ky.gov>

Fri, Oct 30, 2020 at 2:54 PM

To: "renewctr@gmail.com" <renewctr@gmail.com>

Reply | Reply to all | Forward | Print | Delete | Show original

Ms. Keith,

The Division of Water has reviewed the information you provided. Please be advised that the Division has no authority over repair and billing disputes with drinking water systems. Perhaps you may want to share this information with the Public Service Commission complaint system at <https://psc.ky.gov/Home/Complaints>.

If you have further questions, feel free to contact me.

Rob Daniell, Supervisor

Frankfort Regional Office

Field Operations Branch

Division of Water

502-782-6348

Scanned from a Xerox Multifunction Printer.pdf  
319K [View as HTML](#) [Scan and download](#)

Reply | Reply to all | Forward | Print | Delete | Show original

☆ Judy Keith [REDACTED]  
To: "Daniell, Robert (EEC)" <robert.daniell@ky.gov>

Sat, Oct 31, 2020 at 10:44 AM

Reply | Reply to all | Forward | Print | Delete | Show original

Mr. Daniell, Thank you for your response. Perhaps I misunderstood the information on your website. Who does investigate unethical business practices? You will receive a second mailing from me as I received a response from their lawyer and felt compelled to challenge the misinformation it contained. Judy Keith, Ed.D.

- Show quoted text -

☆ Judy Keith [REDACTED]  
To: "Daniell, Robert (EEC)" <robert.daniell@ky.gov>

Mon, Nov 2, 2020 at 8:50 AM

[Reply](#) | [Reply to all](#) | [Forward](#) | [Print](#) | [Delete](#) | [Show original](#)

Thanks so much for your help. Stay safe. Judy Keith

Sent from my iPhone

> On Nov 2, 2020, at 8:32 AM, Daniell, Robert (EEC) <[robert.daniell@ky.gov](mailto:robert.daniell@ky.gov)> wrote:  
>  
> The PSC would be the best place to start. You can call 502 564-3940 at the PSC and file a complaint or use the link I sent you.

[- Show quoted text -](#)

**Quick Reply**

To: "Daniell, Robert (EEC)" <[robert.daniell@ky.gov](mailto:robert.daniell@ky.gov)>

[More Reply Options](#)

[Send](#) [Save Draft](#)  Include quoted text with reply

[Back to Search results](#) [More Actions...](#) [Go](#) [Newer 6 of about 133 Older](#)

Search accurately with [operators](#) including **from:** **to:** **subject:**.  
You are currently using 200 MB (1%) of your 15360 MB  
Last account activity: 1 hour ago at IP 2605:a000:1708:454:79d2:2b30:bf93:893e. [Details](#)

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Windstream Webmail

smwdctb@windstream.net

---

**RE: Keith**

---

**From :** Tutt, Rosemary (PSC)  
<Rosemary.Tutt@ky.gov>

Mon, Nov 09, 2020 03:45 PM

**Subject :** RE: Keith**To :** smwdctb@windstream.net

Thank you.

Rosemary Tutt  
Kentucky Public Service Commission  
Consumer Service Branch, Manager  
211 Sower Blvd.  
Frankfort, KY 40601  
Office: 502-782-2576

RECEIVED

NOV 18 2020

PUBLIC SERVICE  
COMMISSION

---

**From:** smwdctb@windstream.net <smwdctb@windstream.net>**Sent:** Monday, November 9, 2020 3:36 PM**To:** Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>**Subject:** Re: Keith

I will get you all the information that we have sent Ms. Keith. Just a little information for now her meter is located on South Dogwood and her house is approximately 8 tents of a mile on top of a hill from the meter. She had a inline pump installed on her service to get the water on to her house. We have records showing that her line or pump must have been leaking because of her usage going up and finally I believe her line blew the rest of the way out. We did not have a main leak during the time frame she is talking about. Again I will get you the information.

Thanks Tommy

---

**From:** "Tutt, Rosemary (PSC)" <Rosemary.Tutt@ky.gov>**To:** "smwdctb@windstream.net" <smwdctb@windstream.net>**Sent:** Monday, November 9, 2020 10:37:23 AM**Subject:** Keith

Account Number [02005350-001](#)  
 Customer Name [KEITH, JUDY B](#)  
 Location [02005350: 1085 S DOGWOOD DR](#)  
 Home Phone (859) 806-6236

Details Locations Services Meters Billed Reads Transactions Billing Address Rate Codes Statement Customer Care (6) What-If?

Location  [Print Current Reads](#)  
 Service   
 Meter  Meter Install Date No Install Date  
 Max Read Date

	Read Date	Read Method	Status	Message	Extended Read	Corrections
						<a href="#">Add New Reading</a>
Present	8/12/2020 12:00:00 AM	Manual	OK		128700	<a href="#">Change Previous Billed Read</a>

Usage: 0  
 Average for this meter: 3325

[Hide Billed Reads From History](#) [Print Billed Reads From History](#)

Read Date	Read Method	Status	Message	Read	Factor	Extended Read	Consumption
8/12/2020 12:00:00 AM	Manual	OK		1287	100.0000	128700	66400
7/2/2020 12:00:00 AM	Unknown	OK		623	100.0000	62300	20400
6/1/2020 12:00:00 AM	Unknown	OK		419	100.0000	41900	2400
5/14/2020 12:00:00 AM	Unknown	OK		395	100.0000	39500	2200
4/15/2020 12:00:00 AM	Unknown	OK		373	100.0000	37300	1300
3/20/2020 2:26:32 PM	Unknown	OK		360	100.0000	36000	500
2/19/2020 2:38:57 PM	Unknown	OK		355	100.0000	35500	700
1/23/2020 2:24:12 PM	Unknown	OK		348	100.0000	34800	1000
12/18/2019 1:54:53 PM	Unknown	OK		338	100.0000	33800	900
11/20/2019 3:33:21 PM	Unknown	OK		329	100.0000	32900	1200
10/24/2019 3:30:45 PM	Unknown	OK		317	100.0000	31700	2900

Indicates reading will be used for a charge generation with the selected parameters.

**BLEVINS LAW**  
**ATTORNEYS AT LAW**

400 RICHMOND ROAD NORTH, SUITE C  
BEREA, KENTUCKY 40403

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Tracy Todd Blevins

Telephone 859.985.5410  
Facsimile 859.985.5482  
[www.BlevinsLaw.net](http://www.BlevinsLaw.net)

October 21, 2020

Judy Keith  
1085 South Dogwood Dr  
Berea, KY 40403

RE: Water System at 1085 South Dogwood Drive, Berea, Kentucky

Ms. Keith:

I represent Southern Madison Water District ("SMWD"). I am in receipt of your October 12, 2020 letter and I reviewed the letter along with the attachments. After a thorough investigation, SMWD does not believe it is responsible for the issues with your water system. The following is a summary of how SMWD reached its conclusion.

All of the alleged damage was sustained to your pump and your service line(s) on your side of the meter. SMWD is not responsible for pumps or service lines beyond the SMWD meter. You allege that there was air in the line, which caused the damage to your pump and line(s); however, we have no record of air being in the water line(s) anywhere near the time you allege the air traveled through the line.

The only other water line issue around the time of your allegations occurred on or about June 25, 2020 and was associated with the water line of Ken Blank at 823 South Dogwood Drive, Berea, Kentucky. SMWD produced the service record for Mr. Blank in response to your open records request and you attached same to your October 12, 2020 letter. While there was a leak with Mr. Blank's line, that leak would not have caused air to travel through the main water line and through your service line resulting in the damages you allege. In short, the leak associated with Mr. Blank's water leak is in no way associated with your experience.

While reviewing the letter of your plumber, Jordan Rouland, we noticed that upon his inspection he found a 30-pound gauge installed on your water pump. Mr. Rouland's letter and opinion indicated that the 30-pound gauge was too small and he replaced it with a 100-pound gauge. Mr. Rouland also noted that he also installed a pressure blow off valve to mitigate damage in the event the pump experienced higher pressure in the future. Based on Mr. Rouland's opinion, your water pump needed a 100-pound gauge instead of

a 30-pound gauge and needed a pressure blow off valve. The water pump is located on your side of the meter, was purchased by you and installed at your direction. If the water pump was installed incorrectly or installed without the proper gauges or valves, it is not the fault or responsibility of SMWD.

Based on the foregoing, SMWD is of the opinion that it is not responsible or liable for any damages you experienced with your water pump or line(s) on your side of the meter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Frankie C. Blevins, Jr.', with a long horizontal flourish extending to the right.

Frankie C. Blevins, Jr.

**SOUTHERN MADISON WATER**

**169**

Order Date		Required By		Date Scheduled		Actual Begin Date			
6/25/2020 8:08:08 AM						6-25-20 9: AM			
Closed Date		Created By		Updated By		Completed By		Assigned To	
8/14/2020 8:40:29 AM		jesse		jesse		Tony Bussell			
Order Number		Account #		Location # : Route		Work Order Type		Service Type	
169				01012600 : Handhelds		Check Leak Utility Side			
Billing Customer Name			Service Address				External System ID		
BLANK, KEN			823 SOUTH DOGWOOD DR Berea, KY				7956		
Customer Care #		Contact Name				Contact Phone			
		KEN BLANK				(859) 358-2503			
Locate/Request Number		Date/Time Located		Date/Time Called In		Latitude		Longitude	
Follow Up Date		Follow Up Action			Follow Up Completed On		Follow Up Completed By		
Check Valve				WO Only Reading/Water Loss					
In System ? No				At Location ? Yes <input type="checkbox"/> No <input type="checkbox"/>		0			
Field Notes									
More wet than usual around the meter please check									
Service Location Notes									
Customer's LEAK									
Special Instructions									
Meter Info	Meter S/N	Read Date	Electronic ID	Booster ID	Last Read	Service	Meter Size	Final Reading	
None	10968616	08/03/2020	13505021	0	272,600	Water	3/4"		
Item	Description					Qty/Hours		Extended Amt	

Southern Madison Water						239		
Order Date	Required By	Date Scheduled	Actual Begin Date					
7/6/2020 1:09:25 PM			7-8-20		10:20 AM			
Closed Date	Created By	Updated By	Completed By	Assigned To				
	jesse	jesse	SW					
Order Number	Account #	Location # : Route	Work Order Type	Service Type				
239	00005350-001	02005350 : Handhelds	General					
Billing Customer Name	Service Address			External System ID				
KEITH, JUDY B	1085 S DOGWOOD DR Berea, KY			230910				
Customer Care #	Contact Name		Contact Phone					
	JUDY B KEITH		(859) 806-6236					
Locate/Request Number	Date/Time Located	Date/Time Called In	Latitude	Longitude				
Follow Up Date	Follow Up Action		Follow Up Completed On	Follow Up Completed By				
Check Valve		WO Only Reading/Water Loss						
In System ? No At Location ? Yes <input type="checkbox"/> No <input type="checkbox"/>		0						
Field Notes								
<i>Flush   Pull meter get air out</i>								
Service Location Notes								
<i>Flushed at meter... Water Clear</i>								
Special Instructions								
AIR IN THE LINES SECOND TIME SHE HAS CALLED								
Meter Info	Meter S/N	Read Date	Electronic ID	Booster ID	Last Read	Service Meter	Meter Size	Final Reading
None	9037065	06/01/2020	12513493	0	41,900		3/4"	
Item	Description			Qty/Hours	Extended Amt			

13

**Southern Madison Water**

**282**

Order Date		Required By		Date Scheduled		Actual Begin Date			
7/16/2020 1:45:51 PM						7-16-20 2:00			
Closed Date		Created By		Updated By		Completed By		Assigned To	
		jesse		jesse		D.M. + S.W.			
Order Number		Account #		Location # : Route		Work Order Type		Service Type	
282		02006700		02006700 : Handhelds		Check Leak Utility Side			
Billing Customer Name			Service Address				External System ID		
FAIN, STEVE			1183 SOUTH DOGWOOD DR Berea, KY				4590		
Customer Care #		Contact Name				Contact Phone			
		STEVE FAIN				(859) 986-7520			
Locate/Request Number		Date/Time Located		Date/Time Called In		Latitude		Longitude	
Follow Up Date		Follow Up Action			Follow Up Completed On		Follow Up Completed By		
Check Valve				WO Only Reading/Water Loss					
In System ? No				At Location ? Yes <input type="checkbox"/> No <input type="checkbox"/>		0			
Field Notes									
Special Instructions									
ABOVE HIS GARAGE									
Meter Info	Meter S/N	Read Date	Electronic ID	Booster ID	Last Read	Service	Meter Size	Final Reading	
None	10966662	06/01/2020	13497820	0	153,300	Water	3/4"		
Item	Description					Qty/Hours		Extended Amt	
1	3/4" x 3" Repair clamp								

C-SW

**Southern Madison Water**

**304**

Order Date		Required By		Date Scheduled		Actual Begin Date			
7/21/2020 11:53:13 AM						7-21-20			
Closed Date		Created By		Updated By		Completed By		Assigned To	
		jesse		jesse		E. White S. Walden			
Order Number		Account #		Location # : Route		Work Order Type		Service Type	
304		[REDACTED]		01011000 : Handhelds		Check Leak Utility Side			
Billing Customer Name			Service Address				External System ID		
TAYLOR, GARY L.			741 SOUTH DOGWOOD DR Berea, KY				1014		
Customer Care #		Contact Name				Contact Phone			
		GARY L. TAYLOR							
Locate/Request Number		Date/Time Located		Date/Time Called In		Latitude		Longitude	
Follow Up Date		Follow Up Action			Follow Up Completed On		Follow Up Completed By		
Check Valve				WO Only Reading/Water Loss					
In System ? No At Location ? Yes <input type="checkbox"/> No <input type="checkbox"/>				0					
Field Notes									
7-21-20 11:30 3/4 x 3" wrap E.W S.W									
Meter Info	Meter S/N	Read Date	Electronic ID	Booster ID	Last Read	Service	Meter Size	Final Reading	
None	10968589	06/01/2020	13496879	0	304,800	Water	3/4"		
Item	Description					Qty/Hours		Extended Amt	



## FAX TRANSMITTAL

DATE: 9-15-2020

Pages (including cover): 2

TO: Eaves, Olds, Bohannon & Floyd, PLLC

ATTENTION: Mr. Stuart K. Olds

TELEPHONE: 859-623-3728

FAX: 859-623-4224

RE: Work Orders in the South Dogwood area 6-24 & 25 2020.

Sincerely,

A handwritten signature in cursive script that reads "Charles T. Bussell".

Charles T. Bussell  
Manager/Superintendent  
Southern Madison Water District

\* \* \* Communication Result Report ( Sep. 15. 2020 9:44AM ) \* \* \*

Fax Header) Southern Madison Water District

Date/Time: Sep. 15. 2020 9:43AM

File No. Mode	Destination	Pg(s)	Result	Page Not Sent
3567 Memory TX	6234224	P. 2	OK	

## Reason for error

E. 1) Hang up or line fail  
 E. 3) No answer  
 E. 5) Exceeded max. E-mail size

E. 2) Busy  
 E. 4) No facsimile connection



<b>FAX TRANSMITTAL</b>
------------------------

DATE: 9-15-2020Pages (including cover): 2TO: Eves, Olds, Bohannon & Floyd, PLLCATTENTION: Mr. Stuart K. OldsTELEPHONE: 859-623-3728FAX: 859-623-4224RE: Work Orders in the South Bogwood area 6-24 & 25 2020.

Sincerely,

A handwritten signature in cursive script that reads "Charles T. Bussell".

Charles T. Bussell  
 Manager/Supervisor  
 Southern Madison Water District