

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

APR 08 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

Bernice Coyle Watson Tackett
(Your Full Name) Charles M Tackett II POA
COMPLAINANT

VS.

Bluegrass Water Utility Operating Co
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Bernice Coyle Watson Tackett respectfully shows:
(Your Full Name)

(a) Bernice Coyle Watson Tackett by CM Tackett II POA
(Your Full Name)

2029 Longview Dr Georgetown KY 40324
(Your Address)

(b) Bluegrass Water Utility Operating Co
(Name of Utility)

(Address of Utility)

(c) That: Obstructed Sewer Line On March 16, 2025
(Describe here, attaching additional sheets if necessary,

it was found that recent rain water and other
the specific act, fully and clearly, or facts that are the reason

sewer waste backed up into the basement of the
and basis for the complaint.)

home at 2029 Longview Dr, Georgetown KY 40324

Continued on Next Page

Formal Complaint

Bernice C W Tackett vs. Bluegrass Utility Operating Co

Page 2 of 2

Please see the attached document for
the full description

Wherefore, complainant asks Cost of All Damages
(Specifically state the relief desired.)

Mr Tackett is seeking damages cost to replace deep
freezer and contents, remove & replace carpet & flooring, baseboards,
dry wall, furniture and the tools required to remove the water
(Shop vac, 3 dehumidifiers, mop heads, carpet fans and compensation for
time spent). An itemized list of miscellaneous will have to be
appraised & documented and cost for Black Mold Removal

Dated at Georgetown, Kentucky, this 2nd day
(Your City)

of April, 20 25
(Month)

Charles M. Puffer POA
(Your Signature*)

(Name and address of attorney, if any)

4-2-2025
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.

Sewer Backup Incident Report

Summary of Events and Actions Taken

On a March 16th, 2025, a significant sewer backup occurred, resulting in approximately 8 inches of water backing up into the finished basement. The homeowners' son and POA, Charles M Tackett, II, along with the assistance of his daughter, spent the following two days diligently removing the water. To aid in this effort, they utilized a new shop vac, mops and buckets, three new dehumidifiers, and carpet drying fans.

Inspection and Response

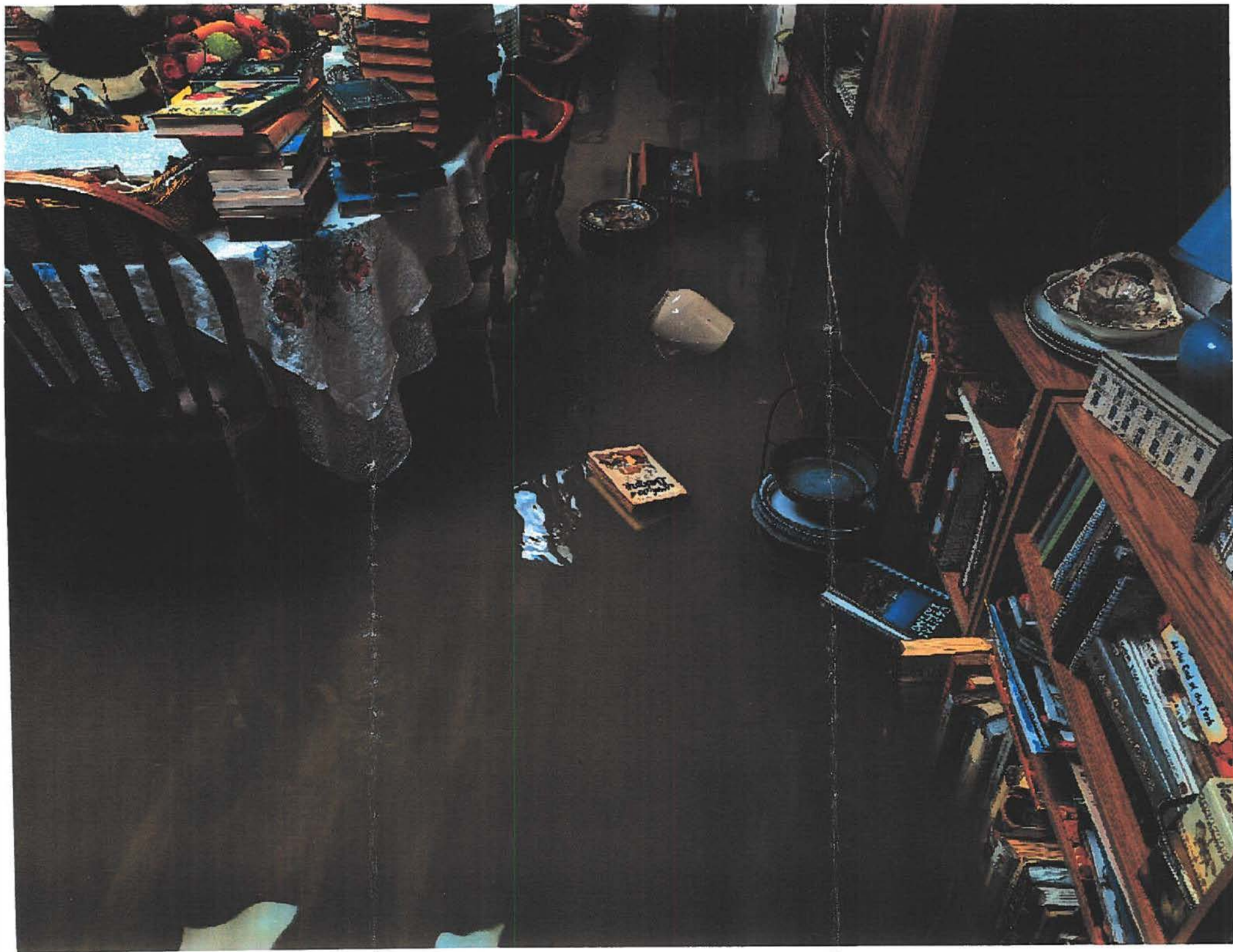
On Thursday, March 20th, a private plumber from Beeco Plumbing was hired by Mr Tackett to inspect the sewer line. During the inspection, it was discovered that the lateral line leading to 2029 Longview Dr was free of debris and free flowing. However, the main line, which is under the jurisdiction of Bluegrass Water Utility Co, was found to be obstructed by tree roots.

Utility Company Action

The following day, on March 21st, Bluegrass Water Utility Co was onsite to address the issue. Using their cameras, they confirmed the presence of tree roots infiltrating the sewer line, causing the blockage. The utility company demonstrated the problem and began taking steps to rectify the situation.

This incident highlights the importance of regular maintenance and prompt response to sewer line issues to prevent significant property damage and restore normalcy efficiently.





Andy Beshear
Governor

Rebecca W. Goodman
Secretary
Energy and Environment Cabinet



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
psc.ky.gov

Angie Hatton
Chair

Mary Pat Regan
Commissioner

John Will Stacy
Commissioner

March 20, 2025

Mr. Chuck Tackett
134 Robinsons
Georgetown KY 40324

Re: Complaint against Bluegrass Water Utility Operating

Dear Mr. Tackett:

Please find enclosed the formal complaint forms, to be filed and return the forms to above listed address.

If you have any questions or concerns, you may call Consumer Service hotline at 1-800-772-4636.

Sincerely,

A handwritten signature in cursive script that reads "Rosemary Tutt".

Rosemary Tutt
Public Service Branch Manager
502-782-2576

Enc.

DURABLE POWER OF ATTORNEY

I, **BERNICE W. TACKETT**, of 2029 Longview Drive, Georgetown, Scott County, Kentucky, 40324, hereby nominate and appoint **my daughter, EMILY SUE STURGILL**, of 133 Carriage Lane, Georgetown, Scott County, KY 40324, and **my son, CHARLES MASON TACKETT, II**, of 134 Robinson Lane, Georgetown, KY 40324, as my true and lawful attorneys-in-fact. Through this appointment I hereby authorize **them jointly** as my attorney-in-fact to do in my stead, in any individual, partnership, corporate or LLC capacity, all of the following:

(1) To manage and control all my properties, both real and personal and my business and estate; to receive and receipt for all monies due or to become due to me in whatever form and wherever located;

(2) To deposit any and all monies so collected or received; to open or close financial accounts on my behalf and to draw from any financial account in which I now or later have any interest, including retirement, 401(k), IRA and the like; to pay any and all my bills, accounts, obligations or debts, present or future; to draw, sign and endorse any and all checks, notes, drafts and other instruments;

(3) To execute any and all contracts and agreements and to amend or modify same; to execute any and all applications, claims, forms, receipts, agreements and other instruments in connection with any and all insurance

policies and contracts and the proceeds therefrom;

(4) To execute and file any and all income and other tax returns, waivers, agreements and other instruments in connection therewith;

(5) To receive, receipt for, hold, manage, sell, assign, transfer, pledge, mortgage, lease and convey any and all shares of stock, bonds, mutual funds, notes, debentures, real estate and any other securities financial instruments and properties now or hereafter owned by me;

(6) To have access to any lock box or boxes in my name, to employ agents, accountants and attorneys;

(7) To appoint a substitute or substitutes to exercise any of the within powers;

(8) To obtain any and all of my health care records from any and all of my health care providers;

(9) To obtain my health information and records of every kind and to consent on my behalf to any medical, surgical or dental care which I may require or which any physician, surgeon or dentist may recommend as in my best interest.

(10) To execute and acknowledge any and all instruments of every kind and nature necessary or proper in connection with any of my business or properties; to initiate or defend any legal proceedings and generally to act for me in all matters affecting my business or properties with the same force and effect and as fully to all intents and purposes as I might or could do if

personally present; and I ratify and confirm all my said attorney-in-fact shall do by virtue hereof.

(11) In all cases, my attorneys-in-fact must act jointly, in agreement with one another, when acting on my behalf. Their consent may be conveyed in person, in writing, via telephone, email or text for anything done on my behalf.

EXECUTED this 26th day of September, 2024.

Bernice W. Tackett
BERNICE W. TACKETT

COMMONWEALTH OF KENTUCKY

COUNTY OF SCOTT

Subscribed, sworn and acknowledged before me Bernice W. Tackett as her free act and deed this 26th day of September, 2024.



Neil E. Duncliffe
NOTARY PUBLIC
My commission expires: 7/27/2027
Notary ID# 74858

PREPARED BY:

Neil E. Duncliffe
NEIL E. DUNCLIFFE
Attorney at Law
107 North Hamilton Street
Georgetown, Kentucky 40324
Tel: 502.863.6263
Fax: 502.863.6167
neil@duncliffelaw.com