

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

OZARK SLONE AND KIM SLONE)	
)	
COMPLAINANTS)	
V.)	CASE NO.
)	2013-00383
SOUTHERN WATER & SEWER DISTRICT)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Southern Water & Sewer District ("Southern District") is hereby notified that it has been named as defendant in a formal complaint filed on October 21, 2013, a copy of which is attached hereto.

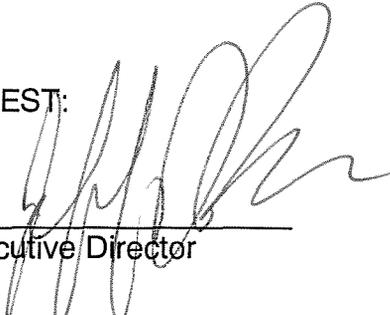
Pursuant to 807 KAR 5:001, Section 19, Southern District is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.

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.

By the Commission

ENTERED *ff*
NOV 01, 2013
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

OZARK SLONE & Kim SLONE)
(Your Full Name))
COMPLAINANT)

VS.)

Southern Water & Sewer District)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of OZARK SLONE & Kim SLONE respectfully shows:
(Your Full Name)

(a) OZARK SLONE & Kim SLONE
(Your Full Name)

26028 KY. ROUTE 122, Melvin, KY. 41650
(Your Address)

(b) SOUTHERN WATER & SEWER DISTRICT
(Name of Utility)

P.O. Box 610, 245 Route 680, McDowell, KY. 41647
(Address of Utility)

(c) That: After evicting Chester Wells & Eileen Moore from
(Describe here, attaching additional sheets if necessary,

our rental property for non-payment of rent, we discovered both
the specific act, fully and clearly, or facts that are the reason
the electric meter and the water meter had been removed. We were
and basis for the complaint.)

able to contact KY. Power Co., and electricity was restored on or

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Formal Complaint

Ozark SLONE & Kim SLONE vs SOUTHERN WATER &
SEWER DISTRICT

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about 9/13/13. Efforts to contact SW&SD to have water restored were unsuccessful, as the phone at SW&SD was always busy or went unanswered. On 9/22/13, while checking the rental property, Ozark SLONE discovered that SW&SD had - without our knowledge - completely removed the entire meter base from the ground. Since I (Kim SLONE) was out of town, Ozark SLONE tried unsuccessfully from Monday 9/23 thru Thursday 9/26 via repeated phone calls, to speak to someone with authority at SW&SD to find out why everything had been removed at 36 Tackett Branch, Berinsville, KY? Ozark even missed work - at great cost to us - to physically go to the SW&SD office to try to get answers. But all he got for FOUR DAYS were excuses & the run-around! He was told "the supervisor is in a meeting" or "out in the field" etc... (It should be noted that previously Mr. Hubert Walbert had told both Ozark & Kim SLONE that if we ever had a problem with SW&SD, we should contact him directly, but all attempts to contact Mr. Walbert were blocked by workers at SW&SD). Finally, on 9/26/13 someone from SW&SD (who did not give their name - only stated they were a "supervisor") contacted Ozark SLONE and told him the meter base & everything had been removed because the former renters (Chester Wells & Eileen Moore) had illegally bypassed the

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Something we had NO KNOWLEDGE of and took NO PART in doing! This person stated that we (OZARK & KIM SLONE) would need to pay \$750⁰⁰ if we want to have water service restored at 36 Tackett Branch rental property! This "supervisor" also stated that he and/or SW & SD know exactly where our former renters have relocated, and that SW & SD was considering legal action against them. (Something we are unable to pursue, as we do not have their physical address!) Our questions are ~~as follows~~ as follows:

Why are we (who have always had accounts in good standing with SW & SD) being punished or penalized for the actions of Chester Wells & Eileen Moore, when we had NO KNOWLEDGE OF NOR ANY PART IN the crimes they committed? SW & SD contract was with Chester Wells & Eileen Moore, so shouldn't it be SW & SD responsibility to take legal action against them? Is this a new policy being enforced by SW & SD and if so, was it approved by the KY Public Service Commission? Also, why has the cost of installing water service gone from \$450⁰⁰ just a few years ago, to \$750⁰⁰ today? Was this rate increase approved by the KY Public Service Commission? Why were we not contacted by SW & SD before such drastic measures were taken?

Formal Complaint

OZARK SLONE & KIM SLONE vs. SOUTHERN WATER & SEWER DISTRICT

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already lost 4 months rent - first because of non-payment by Chester Wells & Eileen Moore, and now because we cannot rent the property without water being restored! We also had to pay for major repairs to the property, as well as clean-up & removal of 4 truck loads of garbage left by Chester Wells & Eileen Moore & family, bringing our loss to date to approximately \$3,000⁰⁰, for which we have no way of being reimbursed.

Wherefore, complainant asks We ask that Southern Water & Sewer District
(Specifically state the relief desired.)

be made to restore water service to 36 Tackett Branch, Bevinsville, KY with out cost to Ozark & Kim SLONE. This entire situation could have been avoided if SW & SD would require applicants to prove they are landowners of property where service is requested, or if renters, forced to provide name, address and phone number of the Land Lord - which should then be verified by the water company

Dated at Melvin, Kentucky, this 18th day
(Your City)

of October, 20 13.
(Month)

Ozark Slone, Kim Slone
(Your Signature*)

(Name and address of attorney, if any)

Oct. 18th 2013
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.

Hubert Halbert
District Manager
Southern Water & Sewer District
245 Kentucky Route 680
P. O. Box 610
McDowell, KY 41647

Ozark and Kim Slone
26028 KY Route 122
Melvin, KENTUCKY 41650