

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

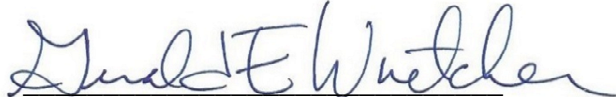
**PROPOSED FILING OF GREEN RIVER)
VALLEY WATER DISTRICT TO AMEND ITS) CASE NO. 2020-00026
TARIFF)**

**RESPONSE OF GREEN RIVER VALLEY WATER DISTRICT
TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

Green River Valley submits its Response to Commission Staff's First Request for Information.

Dated: March 23, 2020

Respectfully submitted,



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Counsel for Green River Valley Water District

CERTIFICATE OF SERVICE

In accordance with 807 KAR 5:001, Section 8, I certify that Green River Valley Water District's electronic filing of this Response is a true and accurate copy of the same document being filed in paper medium; that the electronic filing was transmitted to the Public Service Commission on March 23, 2020; that there are currently no parties that the Public Service Commission has excused from participation by electronic means in this proceeding; and that within 30 days following the end of the state of emergency announced in Executive Order 2020-215 this Response in paper medium will be delivered to the Public Service Commission.


Counsel for Green River Valley Water District

GREEN RIVER VALLEY WATER DISTRICT

**Response to Commission Staff's First Request for Information
Case No. 2020-00026**

Question No. 1

Responding Witness: David Paige

- Q-1. Provide a copy of all written complaints received by Green River Valley District from 2016 to present. If an investigation was conducted by Green River Valley District in relation to a complaint, provide a copy of all documentation in relation to the investigation, including Green River Valley District's findings in the investigation.**
- A-1. See Attachment to this Response. For purposes of responding, Green River Valley Water District assumes that the request is limited to complaints regarding low water pressure or pumping equipment designed to maintain adequate water pressure.

**Green River Valley Water Dist
WORK ORDER 50594**

Attachment_ Question No. 1
Page 1 of 93

Account # 3018-52160-002
Name Simpson, April
Address 134 R Crenshaw Rd Knob Lick, KY 42154
Telephone (270) 670-2741 **Job #**

Order Date 1/12/2016
Status As Soon As Possible
Scheduled 01/12/16 03:31 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 47119259		9354		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 01/19/16 10:17 AM **Completed Date** 01/19/16 10:17 AM

Notes Customer has low water pressure. Its been like this since October. Check pressure.

On Dec 7 2015 lynn checked had 32 lbs pressure at meter ask tony or lynn if any questions

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 50623**

Attachment_ Question No. 1

Account # 3018-51650-002
Name Meadows, Rose
Address 8571 Sul Well Knob Lick R Glasgow, KY 42141
Telephone (270) 453-2042 **Job #**

Order Date 1/18/2016
Status As Soon As Possible
Scheduled 01/18/16 07:50 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43709183		888		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 01/20/16 10:16 AM **Completed Date** 01/20/16 10:16 AM

Notes Check Water Pressure

tony checked leak on customer side

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 50859**

Attachment_ Question No. 1
Page 3 of 93

Account # 3014-13200-002
Name Smith, Charles
Address 2640 Aetna Furnace Rd Magnolia, KY 42757
Telephone (270) 324-3440 **Job #**

Order Date 2/22/2016
Status As Soon As Possible
Scheduled 02/22/16 12:06 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393233		6631		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 02/23/16 08:49 AM **Completed Date** 02/23/16 08:49 AM

Notes has had pressure problems off and on for a while now...

52PSI

		Comments
Total Employee Cost	\$47.22	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$47.22	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 51128**

Attachment_ Question No. 1
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Account # 3016-10942-004
Name Brown, Ernest
Address 3161 Sul Well Center Rd Sulphur Well, KY 42129
Telephone (270) 565-5817 **Job #**

Order Date 3/21/2016
Status As Soon As Possible
Scheduled 03/21/16 09:41 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 48251304		1968		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 03/22/16 07:55 AM **Completed Date** 03/22/16 07:55 AM

Notes check water pressure

50 PSI AT METER

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 51319**

Attachment_ Question No. 1

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Account # 1004-08285-003
Name Kee, Alfred
Address 11414 N Jackson Hwy Magnolia, KY 42757
Telephone (270) 528-1119 **Job #**

Order Date 3/29/2016
Status As Soon As Possible
Scheduled 03/29/16 03:29 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 48251187		6114		

Description

Comment

Requested By	Assigned To	Meter Readers	Completed By	Meter Readers

Start Date	Completed Date
03/30/16 08:47 AM	03/30/16 08:47 AM

Notes Check pressure
 40 LBS AT HOUSE

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 51607**

Attachment_ Question No. 1
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Account # 1001-00453-002
Name Martin, Dean
Address 430 Ernest Hatcher Rd Horse Cave, KY 42749
Telephone (270) 786-4528 **Job #**

Order Date 4/25/2016
Status As Soon As Possible
Scheduled 04/25/16 11:35 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43834066		597		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 04/25/16 07:56 AM **Completed Date** 04/25/16 07:56 AM

Notes low water pressure

110 PSI

		Comments
Total Employee Cost	\$37.31	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$37.31	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 51684**

Attachment_ Question No. 1

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Account # 3017-14267-003
Name Avery, Lawrence
Address 225 I H Gill Rd Canmer, KY 42722
Telephone (270) 528-2232 **Job #**

Order Date 5/3/2016
Status As Soon As Possible
Scheduled 05/03/16 09:16 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 45055859		2694		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 05/03/16 07:36 AM **Completed Date** 05/03/16 07:36 AM

Notes Check meter for leak and get a reading.

96 PSI AT THE METER
 18 PSI AT THE HOUSE
 BAD REGULATOR PLUS STILL HAS A LEAK

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 51837**

Attachment_ Question No. 1
Page 8 of 93

Account # 3023-10944-002
Name Schreck, Lawrence & Alane
Address 164 Harmony Tr Magnolia, KY 42757
Telephone (270) 528-7096 **Job #**

Order Date 5/19/2016
Status As Soon As Possible
Scheduled 05/19/16 11:05 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 44791202		566		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 05/19/16 01:16 PM

Completed Date 05/19/16 01:16 PM

Notes low water pressure, please check

45 PSI AT THE HOUSE
 140 PSI AT THE PUMP

Total Employee Cost	\$42.62	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$42.62	

Signature _____

**Green River Valley Water Dist
WORK ORDER 51875**

Account # 3015-10586-001
Name Gardner, Griff
Address 452 Iron Mountain Rd Center, KY 42214
Telephone (270) 565-2006 **Job #**

Order Date 5/24/2016
Status As Soon As Possible
Scheduled 05/24/16 08:28 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 48251336		2389		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 05/25/16 10:04 AM **Completed Date** 05/25/16 10:04 AM

Notes Check water pressure.

26 lbs at house 56 lbs at meter

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 51890**

Attachment_ Question No. 1

Account # 3023-10945-001
Name Lobik, Richard Jr
Address 302 Harmony Trail Magnolia, KY 42757
Telephone (270) 528-8371 **Job #**

Order Date 5/25/2016
Status As Soon As Possible
Scheduled 05/25/16 01:55 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833845		1512		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 05/27/16 09:16 AM **Completed Date** 05/27/16 09:16 AM

Notes Check water pressure.

pressure good Tony and Jason talked to the owner

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 51907**

Attachment_ Question No. 1
Page 11 of 93

Account # 3023-10945-001
Name Lobik, Richard Jr
Address 302 Harmony Trail Magnolia, KY 42757
Telephone (270) 528-8371 **Job #**

Order Date 5/27/2016
Status As Soon As Possible
Scheduled 05/27/16 03:41 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833845		1512		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 05/27/16 10:00 AM **Completed Date** 05/27/16 10:00 AM

Notes Low Water Pressure
LOW PSI

		Comments
Total Employee Cost	\$24.34	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$24.34	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 52443**

Account # 1500-15025-001
Name Abernathy, Rhonda
Address 1821 Wilson Rd Cave City, KY 42127
Telephone (270) 590-1322 **Job #**

Order Date 7/15/2016
Status As Soon As Possible
Scheduled 07/15/16 11:51 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49834974		5583		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance
Start Date 07/15/16 12:41 PM **Completed Date** 07/15/16 12:41 PM

Notes this customer and their neighbor have low water pressure

36 TO 38 PSI

Total Employee Cost	\$62.22	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$62.22	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 52466**

Attachment_ Question No. 1
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Account # 3018-65790-005
Name Paul, Cheri
Address 621 New Liberty Big Meadow Rd Knob Lick, KY 42154
Telephone (270) 590-4726 **Job #**

Order Date 7/18/2016
Status As Soon As Possible
Scheduled 07/18/16 03:47 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49159909		2752		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 07/19/16 07:49 AM **Completed Date** 07/19/16 07:49 AM

Notes high water usage please check the reading and check the meter for a leak, also check the pressure at the meter.

21 psi and NO LEAKS reading 2775

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 53051**

Attachment_ Question No. 1

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Account # 3018-50450-002
Name Tirre, Lois F.
Address 515 Knob Lick Bl Sprg Rd Knob Lick, KY 42154
Telephone (828) 459-7643 **Job #**

Order Date 8/29/2016
Status As Soon As Possible
Scheduled 08/29/16 01:16 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833686		489		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 09/02/16 03:32 PM

Completed Date 09/02/16 03:32 PM

Notes Please check pressure at meter. Contact, Becky Marlin @ 270-565-5959. This is her mother-in-law's house, she lives across the street if any questions.

Pressure at meter is 41 psi

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 53304**

Attachment_ Question No. 1

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Account # 3019-79570-005
Name Ragsdale, James
Address 2670 Rocky Hill Rd Bonnieville, KY 42713
Telephone (502) 269-8134 **Job #**

Order Date 9/19/2016
Status As Soon As Possible
Scheduled 09/19/16 02:10 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833693		1229		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 09/21/16 07:39 AM

Completed Date 09/21/16 07:39 AM

Notes Please check pressure, customer complains of very low pressure,
 Contact:James, 502-269-8134

CHECKED OKAY METER HAD 32 LBS

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 53844**

Attachment_ Question No. 1
Page 16 of 93

Account # 1005-09430-007
Name Sullivan, Shelby
Address 15 Lavenia Ln Magnolia, KY 42757
Telephone (270) 766-8386 **Job #**

Order Date 11/7/2016
Status As Soon As Possible
Scheduled 11/07/16 07:56 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 45055819		213		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 11/08/16 01:05 PM **Completed Date** 11/08/16 01:05 PM

Notes Customer says there water pressure is extremely low. Please make sure the meter is turned all the way on and check the pressure at the meter.
 CLOSED BY ALLISON
 40 POUNDS AT HOUSE

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 54043**

Attachment_ Question No. 1
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Account # 1500-16300-001
Name Parsley, David
Address 5758 Whitney Woods Rd Cave City, KY 42127
Telephone (270) 773-5028 **Job #**

Order Date 12/1/2016
Status As Soon As Possible
Scheduled 12/01/16 09:48 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43709197		1097		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 12/02/16 07:52 AM

Completed Date 12/02/16 07:52 AM

Notes Check water pressure. Customer has low pressure and been going on several months.

WHEN CEA PUMP STATION KICKS ON IT PULLS FROM WHITNEY WOODS RD.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 54204**

Attachment_ Question No. 1
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Account # 1003-04730-005
Name Ford, Sheila A.
Address 270 Sexton Ln Cave City, KY 42127
Telephone (270) 579-1172 **Job #**

Order Date 12/20/2016
Status As Soon As Possible
Scheduled 12/20/16 11:37 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 44791153		1044		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 12/21/16 07:46 AM **Completed Date** 12/21/16 07:46 AM

Notes Customer says his pressure is very low.. the meter reads 79 PSI.. please put a chart recorder on and let the customer know what the pressure is for a 24 hr period. Customer phone # 270-579-1168

PUT ON AT 9:00 AM DECEMBER 21, 2016
TOOK BACK OFF DECEMBER 22,2016

Cost Category	Amount	Comments
Total Employee Cost	\$31.72	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$31.72	

Signature _____

**Green River Valley Water Dist
WORK ORDER 54224**

Attachment_ Question No. 1
Page 19 of 93

Account # 3019-79585-005
Name Conahan, Tammy
Address 2931 Baumgardner Rd Bonnieville, KY 42713
Telephone (270) 801-6340 **Job #**

Order Date 12/22/2016
Status As Soon As Possible
Scheduled 12/22/16 02:42 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833694		1067		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 12/22/16 08:07 AM **Completed Date** 12/22/16 08:07 AM

Notes Please put on chart recorder.. customer says water pressure is very low

HAS 23 PSI

Cost Category	Amount	Comments
Total Employee Cost	\$56.39	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$56.39	_____

Signature _____

Pressure Recordings

Date ON 8 JANUARY 2017
OFF 9 JANUARY 2017

Location 2931 BAUMGARDNER RD 3019-79585

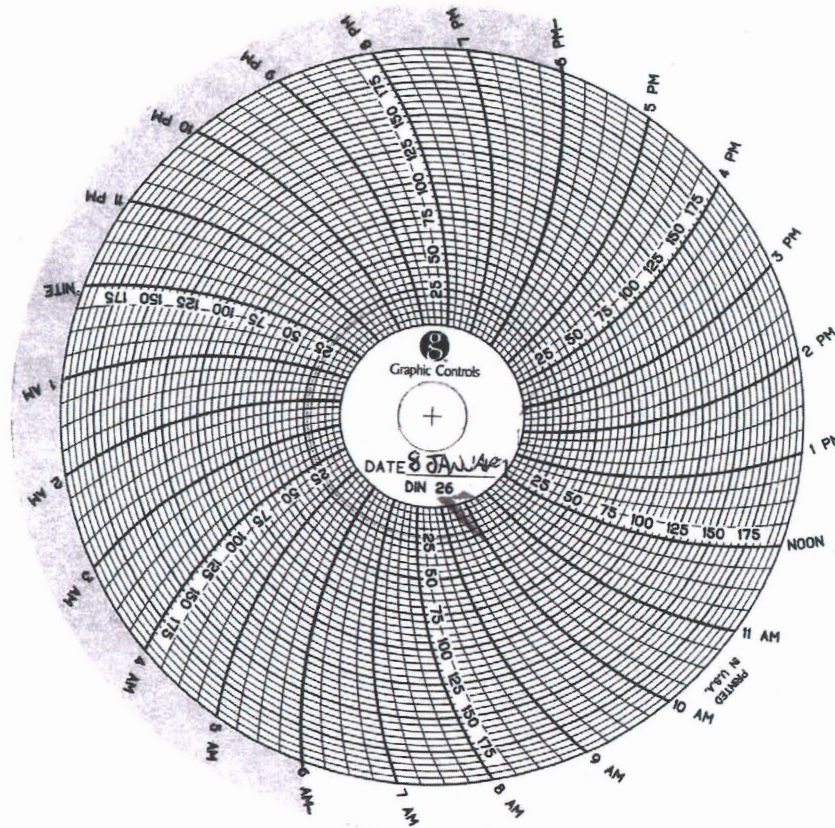
Tank BONNIEVILLE
PINE RIDGE

When Put on _____
When Put on _____

When took off _____
When took off _____

Pump Station MUNFORDVILLE

Number of Pumps On _____



Elevation ± 886

Pressure Recordings

Date ON 11 JUNE 2017 10:30 AM
OFF 12 JUNE 2017 9:53 AM

Location 2931 BUMGARDNER RD. 3019-79585

Tank BONNIEVILLE

When Put on

Tank Level

When Put on

When tank

OFF

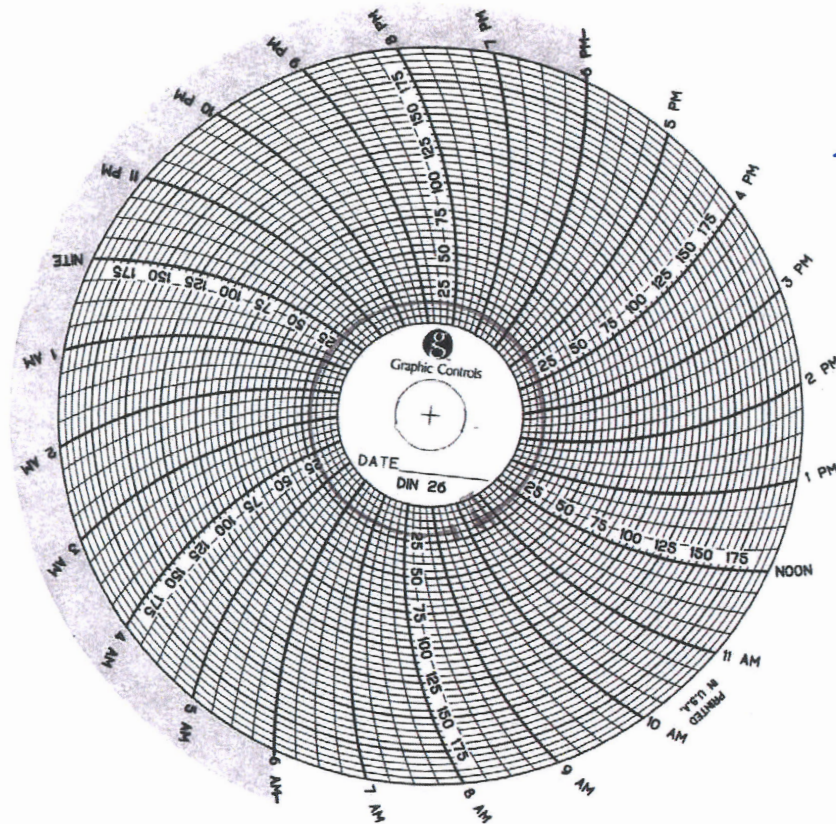
Pump Station MUNFORDVILLE

Number of Pumps On 1

When tank

OFF

ONLY 1 PUMP IN
PUMP # 2 OUT FOR REPAIR



Elevation ± 886

234-3751

Stuart Groce

Craig Wilson
524-4217

Cell# 537-3313

**Green River Valley Water Dist
WORK ORDER 54927**

Attachment_ Question No. 1
Page 22 of 93

Account # 1005-09610-009
Name Hornback, Whitney & Jessie
Address 141 Lavenia Ln Magnolia, KY 42757
Telephone (270) 734-1150 **Job #**

Order Date 2/23/2017
Status As Soon As Possible
Scheduled 02/23/17 01:16 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 47001490		113		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 02/24/17 08:10 AM

Completed Date 02/24/17 08:10 AM

Notes customer has very low water pressure at their house.. please check pressure at the meter to make sure everything is OK on our side

45 LBS AT THE METER.
NONE AT THE HOUSE.
CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 55388**

Attachment_ Question No. 1
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Account # 3011-01001-002
Name Thomas Catherine S.
Address 3354 Rex Rd Hardyville, KY 42746
Telephone (270) 535-9797 **Job #**

Order Date 3/24/2017
Status As Soon As Possible
Scheduled 03/24/17 03:38 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393132		13108		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 03/27/17 11:46 AM

Completed Date 03/27/17 11:46 AM

Notes customer says they have very low water pressure for the past couple days.. please check pressure at meter.

120 LBS AT THE METER.
 CUSTOMER NEEDS TO GET PRESSURE REGULATOR.
 CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 55721**

Attachment_ Question No. 1
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Account # 3017-13800-003
Name Walters, Charles
Address 2029 Three Springs Hwy Hardyville, KY 42746
Telephone (502) 939-6797 **Job #**

Order Date 4/14/2017
Status As Soon As Possible
Scheduled 04/14/17 12:29 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 47877627		544		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 04/17/17 07:51 AM

Completed Date 04/17/17 07:51 AM

Notes Customer says there is NO water pressure at the house.. please check the pressure at the meter and check for problems on our side.

69 PSI AT THE METER.
THERE WAS ALOT OF VOLUME AT THE METER.
CHANGED METER OUT. NEW METER #47877627.
CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 56004**

Account # 1001-00519-001
Name Kidd, Bill
Address 2800 Uno Horse Cave Rd Horse Cave, KY 42749
Telephone (270) 646-7563 **Job #**

Order Date 5/3/2017
Status As Soon As Possible
Scheduled 05/03/17 08:14 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 45055702		1583		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 05/08/17 07:30 AM **Completed Date** 05/08/17 07:30 AM

Notes Check water pressure. (low pressure)

60 LBS AT METER.
CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 56412**

Attachment_ Question No. 1
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Account # 3019-79450-002
Name Dixon, Carlos
Address 940 Mt Vernon Rd Bonnieville, KY 42713
Telephone _____
Job # _____

Order Date 6/9/2017
Status As Soon As Possible
Scheduled 06/09/17 03:51 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833692		791		

Description
Comment

Requested By	Assigned To	Meter Readers	Completed By	Meter Readers

Start Date 06/12/17 07:31 AM **Completed Date** 06/12/17 07:31 AM

Notes Customer says he has very little pressure. Please check.

EVERYTHING CHECKED OKAY AT THE METER.
 THEY MAY NEED TO HAVE THEIR REGULATOR CHECKED.
 READING WAS 799.
 CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 56466**

Attachment_ Question No. 1
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Account # 1006-12140-008
Name Rahman, Momen
Address 3906 Mammoth Cave Rd Cave City, KY 42127
Telephone (270) 670-1524 **Job #**

Order Date 6/15/2017
Status As Soon As Possible
Scheduled 06/15/17 09:31 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 50141377		20148		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 06/15/17 07:50 AM **Completed Date** 06/15/17 07:50 AM

Notes Customer says has little pressure last 2 months..please check pressure at meter.

PRESSURE CHECKED 30 LBS.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 56906**

Attachment_ Question No. 1
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Account # 3019-79570-005
Name Ragsdale, James
Address 2670 Rocky Hill Rd Bonnieville, KY 42713
Telephone (502) 269-8134 **Job #**

Order Date 7/25/2017
Status As Soon As Possible
Scheduled 07/25/17 01:06 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833693		1500		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 07/26/17 08:01 AM

Completed Date 07/26/17 08:01 AM

Notes Customer said water pressure was low.
 Check pressure.
 Contact Number: 502-269-8134 (call customer before you go)
 CHECKED METER.
 THEY HAVE A LEAK.
 TRIED TO CALL NO ONE ANSWERED.
 READING WAS 1504.
 CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments	
Total Equipment Cost	\$0.00		
Total Inventory Cost	\$0.00		
Miscellaneous Costs	\$0.00		
Total Order Cost	\$0.00		

Signature _____

Green River Valley Water Dist
WORK ORDER 57133

Attachment_ Question No. 1

Account # 3014-13600-001
Name Marler, Janet
Address 88 Die Rd Magnolia, KY 42757
Telephone (270) 324-4303 **Job #**

Order Date 8/14/2017
Status As Soon As Possible
Scheduled 08/14/17 11:40 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 40669867		2648		
Description	ADJUSTED BUTTERFLY VALVE			
Comment				
Requested By		Assigned To Maintenance		Completed By Maintenance
Start Date	08/14/17 08:34 AM			Completed Date 08/14/17 08:34 AM

Notes Hasnt had much pressure since work was done in that area.
ANDREW AND ASHLEY
ADJUSTED BUTTERFLY VALVE SHE NOW HAS 55 PSI

		Comments
Total Employee Cost	\$84.28	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$84.28	

Signature _____

**Green River Valley Water Dist
WORK ORDER 57151**

Attachment_ Question No. 1
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Account # 3016-11099-002
Name Cummings, Joseph A.
Address 1172 Seven Springs Ch Rd Sulphur Well, KY 42129
Telephone (270) 670-6508 **Job #**

Order Date 8/15/2017
Status As Soon As Possible
Scheduled 08/16/17 03:49 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 50469542		12203		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 08/16/17 12:22 PM **Completed Date** 08/16/17 12:22 PM

Notes Please check the pressure at the meter.. he used to have good pressure but within the last year it has gotten worse (at both meters) please check. Call Joseph at 270-493-6107 to let him know whats going on

LANNY CHECKED METER 59 POUNDS AT THE METER BUT LOW VOLUME

Total Employee Cost	\$17.28	Comments _____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$17.28	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 57152**

Attachment_ Question No. 1
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Account # 1003-02920-001
Name Zunnurain, Kelly
Address 280 Hillview St Cave City, KY 42127
Telephone (270) 576-3187 **Job #**

Order Date 8/15/2017
Status As Soon As Possible
Scheduled 08/15/17 03:58 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 44790945		1364		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 08/17/17 10:27 AM

Completed Date 08/17/17 10:27 AM

Notes Doesnt have pressure hardly at all.. Hasnt has since "tank" was taken down.
VOLUME IS GOOD.
24 PSI.
READING WAS 1380.
CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 57169**

Attachment_ Question No. 1
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Account # 3011-00325-004
Name Shepherd, David
Address 1785 Legrande Hwy Horse Cave, KY 42749
Telephone (270) 786-4132 **Job #**

Order Date 8/16/2017
Status As Soon As Possible
Scheduled 08/16/17 12:45 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 41638131		1270		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 08/17/17 07:49 AM

Completed Date 08/17/17 07:49 AM

Notes Please check pressure at the meter.. they have had low pressure for a while, we think they have a bad regulator but he still wants it checked at the meter.

(Allison please call David and let him know what is going on 270-786-4132)

120 POUNDS AT METER.
CLOSED BY ALLISON.

		Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 57283**

Attachment_ Question No. 1
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Account # 1006-12150-002
Name Thompson, Terry
Address 3985 Mammoth Cave Rd Cave City, KY 42127
Telephone (270) 670-7856 **Job #**

Order Date 8/25/2017
Status As Soon As Possible
Scheduled 08/25/17 01:15 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 44791235		2257		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 08/28/17 07:44 AM

Completed Date 08/28/17 07:44 AM

Notes Please check pressure at meter. Customer told Pat Tucker that he only has about 12 pounds of pressure.

CHECKED AT THE METER.
 AT THE HOUSE PRESSURE CHECKED GOOD.
 39 LBS.
 CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 57314**

Attachment_ Question No. 1
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Account # 3023-12820-003
Name Bolton, Jennifer
Address 4987 Hammons ville Rd Munfordville, KY 42765
Telephone (270) 784-7484 **Job #**

Order Date 8/29/2017
Status As Soon As Possible
Scheduled 08/29/17 11:31 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 47001450		2235		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 08/30/17 07:32 AM

Completed Date 08/30/17 07:32 AM

Notes Need to check pressure at the meter. CUsomer is having pressure issues.

METER IS TURNING.
 THEY HAVE A LEAK.
 CALLED CUSTOMER.
 READING WAS 2279.
 CLOSED BY ALLISON.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 57392**

Attachment_ Question No. 1
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Account # 1001-01105-001
Name Clear Pt Cumberland
Address 5124 s jackson Hwy Hardyville, KY 42746
Telephone (270) 528-2485 **Job #**

Order Date 9/6/2017
Status As Soon As Possible
Scheduled 09/06/17 10:53 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 46482247		322		

Description CHECKED PSI

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 09/08/17 01:37 PM **Completed Date** 09/08/17 01:37 PM

Notes Has pressure problems.
PSI AT THE CHURCH --124 PSI
PSI AT THE METER --130 PSI
PSI IN THE CHURCH -- 80 PSI

Total Employee Cost	\$41.88	Comments
Total Equipment Cost	\$12.50	_____
Total Inventory Cost	\$0.16	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$54.54	_____

Inventory Item	Unit Of Measure	Quantity Ordered	Quantity Used	Item Cost	Total Cost
MTRW.75 Meter Washer .75	Each Each	2	2	\$0.08	\$0.16

Signature _____

Green River Valley Water Dist
WORK ORDER 57555

Attachment_ Question No. 1
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Account # 3013-06155-003
Name Carter, Carolyn
Address 454 Rowletts Cave Sprg Horse Cave, KY 42749
Telephone _____
Job # _____

Order Date 9/21/2017
Status As Soon As Possible
Scheduled 09/21/17 01:35 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 40441402		2169		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 09/22/17 12:51 PM **Completed Date** 09/22/17 12:51 PM

Notes please check pressure

58 POUNDS AT METER

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 57599**

Attachment_ Question No. 1
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Account # 3013-05313-001
Name Community Action of Southern K
Address 1779 S Dixie Hwy Munfordville, KY 42765
Telephone (270) 524-5711 **Job #**

Order Date 9/26/2017
Status As Soon As Possible
Scheduled 09/26/17 09:38 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 33279274		31800		

Description
Comment

Requested By	Assigned To Meter Readers	Completed By Meter Readers
Start Date 09/28/17 07:54 AM		Completed Date 09/28/17 07:54 AM

Notes Low pressure for a couple of weeks, please check.

Lana Carroll is the manager that we need to call back and speak with.

THEY FOUND PROBLEM WITH REGULATOR.
IT IS UNDER THE TRAILER.
CLOSED BY ALLISON.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 58536**

Attachment_ Question No. 1
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Account # 3011-00895-004
Name King, Bruce
Address 3920 Hiseville Park Rd Horse Cave, KY 42749
Telephone (270) 590-5580 **Job #**

Order Date 12/20/2017
Status As Soon As Possible
Scheduled 12/20/17 12:26 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393129		12305		

Description
Comment

Requested By	Assigned To	Meter Readers	Completed By	Meter Readers

Start Date 12/20/17 09:19 AM **Completed Date** 12/20/17 09:19 AM

Notes Customer is complaining of having low pressure for about the past month. Her neighbor at 3918 has also complained of the same problems. Please check for a problem on our side.
VALVE WAS LEFT OFF JUSTIN SAID HE NOW HAS 52 @ HOUSE

Total Employee Cost	\$45.42	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$45.42	

Signature _____

**Green River Valley Water Dist
WORK ORDER 58409**

Attachment_ Question No. 1

Account # 3011-00808-010
Name Jeffas, Peter & Edith
Address 370 Park Cosby Rd Hardyville, KY 42746
Telephone (770) 833-2136 **Job #**

Order Date 12/4/2017
Status As Soon As Possible
Scheduled 12/04/17 01:52 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 44791080		1431		

Description
Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 01/15/18 07:40 AM **Completed Date** 01/15/18 07:40 AM

Notes Has low water pressure.
 Please check.

60 LBS PRESSURE AT METER.
 CLOSED BY ALLISON.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 58807**

Attachment_ Question No. 1

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Account # 3023-12876-001
Name Ross, Mary
Address 784 Chestnut Grove North Rd. Bonnieville, KY 42713
Telephone (270) 531-3593 **Job #**

Order Date 1/22/2018
Status As Soon As Possible
Scheduled 01/22/18 08:24 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 36530475		2416		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 01/22/18 10:27 AM **Completed Date** 01/22/18 10:27 AM

Notes Customer and the neighbors have low pressure.

CHECKED HERS AND NEIGHBORS ON EITHER SIDE
 50 LBS.
 45 LBS.
 35 LBS.

Total Employee Cost	\$31.41	Comments _____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$31.41	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 59063**

Attachment_ Question No. 1

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Account # 1001-00810-001
Name Meadows, Larry
Address 615 Legrande Hwy Horse Cave, KY 42749
Telephone (270) 786-2434 **Job #**

Order Date 2/16/2018
Status As Soon As Possible
Scheduled 02/16/18 03:50 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 48726098		2302		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 02/19/18 07:27 AM

Completed Date 02/19/18 07:27 AM

Notes Has low pressure Check meter for pressure.

HAND TURNING.
 128 LBS AT THE METER.
 CALLED CUSTOMER & LEFT VOICEMAIL MESSAGE.
 CLOSED BY ALLISON.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 59610**

Attachment_ Question No. 1

Account # 3013-05574-002
Name Tobin, Monica D
Address 1150 Bunnell Crossing Rd Munfordville, KY 42765
Telephone (270) 777-6261 **Job #**

Order Date 4/3/2018
Status As Soon As Possible
Scheduled 04/03/18 12:28 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43130760		2486		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 04/04/18 09:11 AM

Completed Date 04/04/18 09:11 AM

Notes customer has very low pressure and at some points no water.. please check

CUSTOMER IS AT HIGH POINT IN THE DISTRICT ON TOP OF A HILL

		Comments
Total Employee Cost	\$38.37	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$38.37	

Signature _____

**Green River Valley Water Dist
WORK ORDER 59628**

Attachment_ Question No. 1

Account # 1004-08650-002
Name Farmer, Harry
Address 10299 Hammons ville Rd Bonnieville, KY 42713
Telephone (270) 763-2059 **Job #**

Order Date 4/5/2018
Status As Soon As Possible
Scheduled 04/05/18 12:04 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 32169579		2311		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 04/06/18 07:48 AM **Completed Date** 04/06/18 07:48 AM

Notes Check water pressure.

PRESSURE LOST DUE TO LEAK IN THE AREA, REPAIRED LEAK PRESSURE IS NORMAL
 CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 59657**

Attachment_ Question No. 1

Account # 3018-71200-001
Name Harris, Mary E
Address 2865 Toby Hill Rd Edmonton, KY 42129
Telephone (270) 432-5230 **Job #**

Order Date 4/9/2018
Status As Soon As Possible
Scheduled 04/09/18 09:42 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 46482324		758		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 04/11/18 07:38 AM **Completed Date** 04/11/18 07:38 AM

Notes Please check pressure at meter.. customer is complaining of having low pressure problems for a while now.

PSI WAS 100.
 READING WAS 767.
 CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 59684**

Attachment_ Question No. 1

Account # 1009-47700-001
Name White, Tom
Address 3054 Fisher Ridge Rd Horse Cave, KY 42749
Telephone (270) 646-0171 **Job #**

Order Date 4/11/2018
Status As Soon As Possible
Scheduled 04/11/18 09:41 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43709174		1433		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 04/11/18 09:41 AM

Completed Date 04/11/18 09:41 AM

Notes check pressure.

Lynn Checked Pressure:
 AT WATER METER 50 PSI
 AT HOUSE 48 PSI
 ^^ Good Pressure, Not too high or low

Chart Recorder (24 hr period) showed consistent pressure ranging from 50-70 psi at water meter

	Cost	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 60024**

Attachment_ Question No. 1

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Account # 1008-37530-013
Name Butler, Bailey
Address 662 Pleasant Church Rd Mount Sherman, KY 42764
Telephone (270) 696-4312 **Job #**

Order Date 5/8/2018
Status As Soon As Possible
Scheduled 05/08/18 03:07 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 45055572		671		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 05/09/18 07:45 AM

Completed Date 05/09/18 07:45 AM

Notes Check pressure.
Its been low for a while.

ABOUT 40 LBS AT THE METER.
CLOSED BY ALLISON.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 60087**

Attachment_ Question No. 1

Account # 1009-50441-001
Name Monroe, Chris
Address 3577 Rowlett Cave Sprgs Horse Cave, KY 42749
Telephone (270) 528-1384 **Job #**

Order Date 5/14/2018
Status As Soon As Possible
Scheduled 05/14/18 02:21 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 44791092		2618		

Description
Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 05/16/18 11:11 AM **Completed Date** 05/16/18 11:11 AM

Notes Customer says that for the past few days his pressure has been coming and going.. please check the pressure at the meter.. we think it may be a bad regulator?

HE WENT TO THE HOUSE.
 HE HAS 42 PSI AT THE METER.
 HE SAYS IT COMES & GOES.
 A CHART RECORDER WILL BE PUT ON TO OBSERVE.

Total Employee Cost	\$75.08	Comments	_____
Total Equipment Cost	\$0.00		_____
Total Inventory Cost	\$0.00		_____
Miscellaneous Costs	\$0.00		_____
Total Order Cost	\$75.08		_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 60112**

Attachment_ Question No. 1
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Account # 3018-51955-002
Name Vittitow, Lakesha
Address Hwy 70 Knob Lick, KY 42154
Telephone (770) 865-9839 **Job #**

Order Date 5/15/2018
Status As Soon As Possible
Scheduled 05/15/18 12:57 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393831		154		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 05/16/18 07:44 AM

Completed Date 05/16/18 07:44 AM

Notes PLEASE CHECK PRESSURE AT METER.
STEVIE HAYES, CALL AND LET HIM KNOW.

CHANGED OUT METER.
READING WAS 205.
29 PSI.
CLOSED BY ALLISON.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

PRESSURE RECORDINGS

Date On 22 MAY 2018

Off 23 MAY 2018

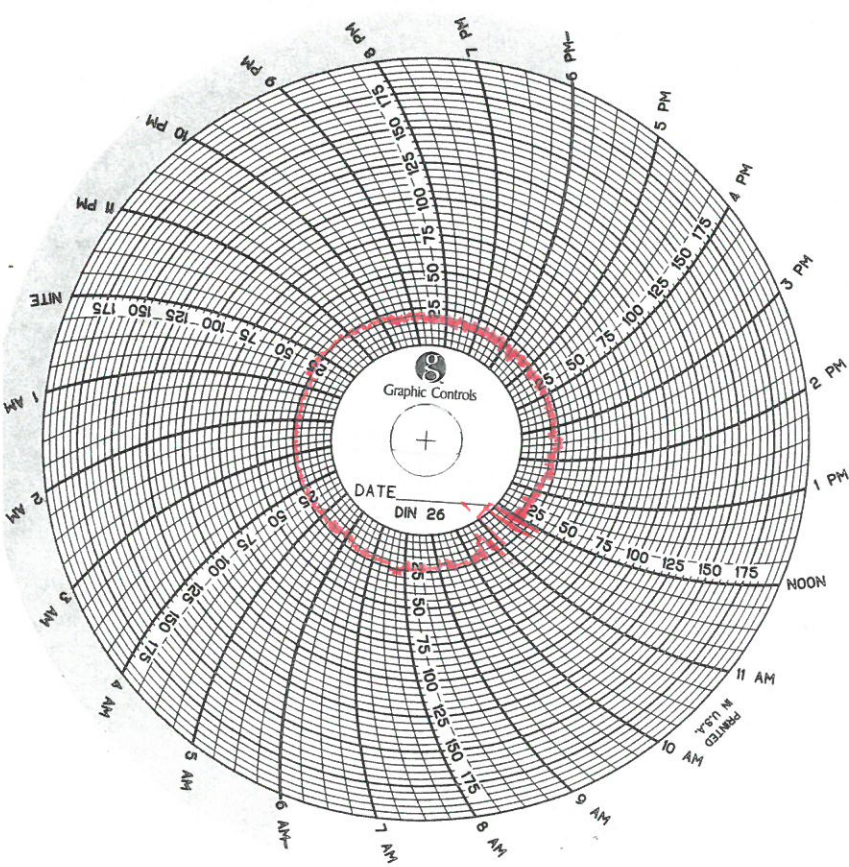
Location 1896 BOLTON SCHOOL RD 3023-16345

Tank MAGNOLIA When Put On _____ When Took Off _____

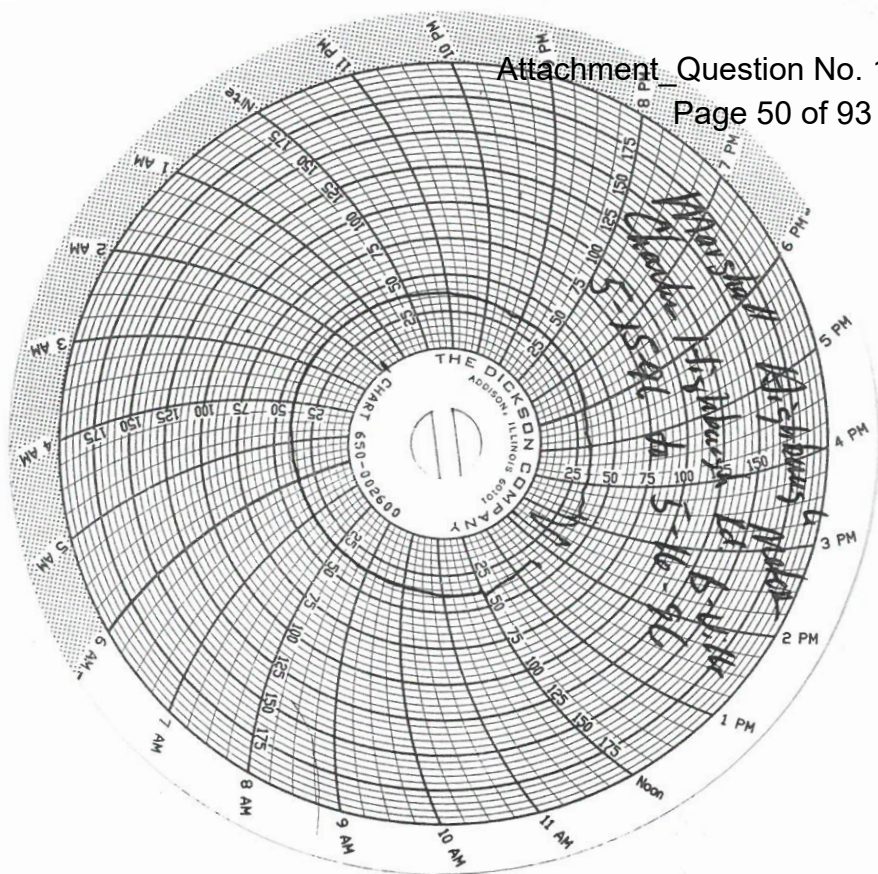
Tank Level _____

Pump Station PLANT

Number Of Pumps On _____ When Took Off _____



Pressure 30 PSI
IN 1996 NOT MIN.
Required pressure @
May 23, 2018
Installed pump



MARK LINDSEYS PLUMBING LLC

12204 HAMMONSVILLE RD
MAGNOLIA, KENTUCKY 42757
(270) 531-6523

CUSTOMER'S ORDER NO.		PHONE		DATE 7/8/18		
NAME ADDRESS GREEN RIVER VALLEY WATER HIGHBALL HOUSE						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT
QTY.	DESCRIPTION				PRICE	AMOUNT
	INSTALL NEW BOOSTER PUMP PUMP				625.00	00
	PIPE AND FITTINGS				25.00	00
	LABOR AND SERVICE CALL				65.00	00
© Marshal Highbaus 528-6174 RECEIVED JUL 11 2018 NO Water Pressure @ 1896 Bolton School Rd. David Paige Bonnieville						
RECEIVED BY					TAX	
					TOTAL	715.00

All claims and returned goods MUST be accompanied by this bill.

6214

Thank You

**Green River Valley Water Dist
WORK ORDER 60209**

Attachment_ Question No. 1

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Account # 3015-10586-001
Name Gardner, Griff
Address 452 Iron Mountain Rd Center, KY 42214
Telephone (270) 565-2006

Order Date 5/25/2018
Status As Soon As Possible
Scheduled 05/25/18 01:33 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 48251336		370		

Description
Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 05/29/18 12:51 PM **Completed Date** 05/29/18 12:51 PM

Notes CUSTOMER CALLED BACK AND SAYS HE IS STILL HAVING SAME ISSUES, WATER PRESSURE LOW AND STOPS. MAKES A LOUD NOISE WHEN TURNED ON. WE HAD FLUSHED LINE AND CHECKED PRESSURE ON 5/11.

CHECKED PRESSURE 40 PSI.
 FLUSHED LINE AT OUTSIDE HYDRANT.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 60242**

Attachment_ Question No. 1

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Account # 3011-00945-003
Name Riley, Doug
Address 5510 Hundred Acre Pond Rd Hardyville, KY 42746
Telephone (270) 590-4580 **Job #**

Order Date 5/30/2018
Status As Soon As Possible
Scheduled 05/30/18 09:19 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49383352		384		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 05/31/18 07:39 AM **Completed Date** 05/31/18 07:39 AM

Notes Please check pressure at meter. Says he has very little pressure.

100 LBS PRESSURE AT THE METER.
 CALLED CUSTOMER & LEFT VOICEMAIL.
 CLOSED BY ALLISON.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 60522**

Attachment_ Question No. 1

Account # 1003-02705-001
Name Howell, Jennie
Address 395 Old Lexington Rd Cave City, KY 42127
Telephone (270) 774-7717 **Job #**

Order Date 6/25/2018
Status As Soon As Possible
Scheduled 06/25/18 01:30 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 48726105		551		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 06/27/18 11:52 AM

Completed Date 06/27/18 11:52 AM

Notes Customer says that the water pressure is very low here, please check pressure at meter

90 PSI.

Cost Category	Amount	Comments
Total Employee Cost	\$13.50	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$13.50	

Signature _____

**Green River Valley Water Dist
WORK ORDER 60543**

Attachment_ Question No. 1

Account # 1003-04545-001
Name Bowles, Libby
Address 331 E Hiseville Rd Hiseville, KY 42152
Telephone (270) 590-1931 **Job #**

Order Date 6/29/2018
Status As Soon As Possible
Scheduled 06/29/18 06:29 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49159362		1047		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 06/29/18 11:34 AM

Completed Date 06/29/18 11:34 AM

Notes Lanny checked pressure and said there was 42 pounds at meter however he said the volume was fair. May need to have a chart recorder put on. She says she doesnt have very much pressure at times.

42 PSI

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 60556**

Attachment_ Question No. 1

Account # 1500-18150-001
Name Brown, Allen B
Address 248 Brown Rd Cave City, KY 42127
Telephone (270) 590-0234 **Job #**

Order Date 7/2/2018
Status As Soon As Possible
Scheduled 07/02/18 09:19 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 50469658		6154		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 08/28/18 01:53 PM

Completed Date 08/28/18 01:53 PM

Notes Put chart recorder on meter.
Check pressure.

START TIME 7:48 AM 50 LB PSI
 END TIME 7:48 AM 55 LB PSI

Cost Category	Amount	Comments
Total Employee Cost	\$56.35	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$56.35	

Signature _____

**Green River Valley Water Dist
WORK ORDER 60993**

Attachment_ Question No. 1

Account # 3023-13275-001
Name Riggs, Marvin
Address 5976 Bacon Creek Rd Bonnieville, KY 42713
Telephone (270) 531-3641 **Job #**

Order Date 8/6/2018 **Page 57 of 93**
Status As Soon As Possible
Scheduled 08/06/18 08:49 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 45055566		2478		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 08/08/18 07:41 AM

Completed Date 08/08/18 07:41 AM

Notes Been having low pressure for past few weeks. Also neighbor that comes down every weekend has low pressure too. They have an outside hydrant that seems low. Please check pressure at meter and hydrant.

PRESSURE CHECKED OKAY.
OVER 100 LBS AT THE METER.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 61473**

Attachment_ Question No. 1

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Account # 3013-05327-020
Name Thompson, Stephen
Address 2109 S Dixie Hwy Munfordville, KY 42765
Telephone (270) 579-9251 **Job #**

Order Date 9/6/2018
Status As Soon As Possible
Scheduled 09/06/18 03:27 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43709142		3898		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 09/07/18 11:42 AM **Completed Date** 09/07/18 11:42 AM

Notes CUSTOMER COMPLAINED OF LOW PRESSURE WHEN MOVED IN LAST FRIDAY. PLEASE CHECK METER FOR A POSSIBLE LEAK AND CHECK PRESSURE.

METER WAS NOT ON.
 100 LBS PRESSURE.
 TURNED ON METER.

		Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 61686**

Attachment_ Question No. 1

Account # 3015-09660-003
Name Bryant, Clifford
Address 2395 Atwell Rd Hardyville, KY 42746
Telephone (270) 774-1358 **Job #**

Order Date 9/24/2018
Status As Soon As Possible
Scheduled 09/24/18 02:41 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 84036550		1053		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 09/24/18 10:01 AM

Completed Date 09/24/18 10:01 AM

Notes CUSTOMER COMPLAINED HAS NO PRESSURE

65 LBS AT THE METER.
 45 LBS AT THE HOUSE.
 BAD REGULATOR.

Total Employee Cost	\$43.14	Comments	
Total Equipment Cost	\$0.00		
Total Inventory Cost	\$0.00		
Miscellaneous Costs	\$0.00		
Total Order Cost	\$43.14		

Signature _____

**Green River Valley Water Dist
WORK ORDER 61928**

Attachment_ Question No. 1

Account # 1003-04545-001
Name Bowles, Libby
Address 331 E Hiseville Rd Hiseville, KY 42152
Telephone (270) 590-1931 **Job #**

Order Date 10/10/2018 **Page 60 of 93**
Status As Soon As Possible
Scheduled 10/10/18 01:23 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49159362		1404		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 10/10/18 07:44 AM

Completed Date 10/10/18 07:44 AM

Notes Pressure was checked at the meter in June. Need to check pressure at the hydrants. has one in front and one in back. Still having issues with no pressure.

41 PSI ON THE HYDRANT IN THE FRONT.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 62313**

Attachment_ Question No. 1

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Account # 1001-00521-001
Name Briggs, Pat
Address 2755 Uno Horse Cave Rd Horse Cave, KY 42749
Telephone (270) 786-3788 **Job #**

Order Date 11/8/2018
Status As Soon As Possible
Scheduled 11/08/18 07:35 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833662		2009		

Description CKECKED PSI 79 PSI

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 11/08/18 11:01 AM **Completed Date** 11/08/18 11:01 AM

Notes Check pressure.
Her pressure has been bad since last Friday.

79 PSI

Cost Category	Amount	Comments
Total Employee Cost	\$27.00	_____
Total Equipment Cost	\$25.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$52.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 64057**

Attachment_ Question No. 1

Account # 3018-52245-002
Name Nechvil, Milan
Address 899 B Mccandless Rd Knob Lick, KY 42154
Telephone (270) 453-4178

Order Date 3/18/2019
Status As Soon As Possible
Scheduled 03/18/19 10:15 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 50439977		18745		

Description INSTALLED NEW METER & CHECKED PSI

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 03/18/19 12:33 PM **Completed Date** 03/18/19 12:33 PM

Notes Customer says that their water pressure has been going in and out for the last few weeks. Please check the pressure at the meter.. may want to do a chart recorder to see how it varies throughout the day.

40PSI @ METER
 32PSI@HOUSE
 OLD READING 18764
 NEW METER 50439977

Cost Category	Amount	Comments
Total Employee Cost	\$74.78	
Total Equipment Cost	\$25.00	
Total Inventory Cost	\$55.96	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$155.74	

Inventory Item	Unit Of Measure	Quantity Ordered	Quantity Used	Item Cost	Total Cost
MTR.75 Meter .75	Each Each	1	1	\$55.80	\$55.80
MTRW.75 Meter Washer .75	Each Each	2	2	\$0.08	\$0.16

Signature _____

**Green River Valley Water Dist
WORK ORDER 64281**

Attachment_ Question No. 1

Account # 1003-04766-001
Name Curry, Bobby & Denise
Address 599 Buck Williams Rd. Horse Cave, KY 42749
Telephone (270) 537-4031 **Job #**

Order Date 4/3/2019
Status As Soon As Possible
Scheduled 04/03/19 10:51 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393056		690		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 04/04/19 07:45 AM

Completed Date 04/04/19 07:45 AM

Notes

Check water pressure.
 Customer wants you to meet him at 9:00.
 Contact Number: 270-834-9116.

40 PSI AT THE METER.
 30 PSI AT THE HOUSE.

		Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 64697**

Attachment_ Question No. 1

Account # 3013-05845-001
Name Johnson, Jerry
Address 71 L N Turnpike Horse Cave, KY 42749
Telephone (270) 524-5727 **Job #**

Order Date 5/8/2019
Status As Soon As Possible
Scheduled 05/08/19 03:09 PM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43130992		3116		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 05/09/19 07:55 AM

Completed Date 05/09/19 07:55 AM

Notes Customer says that have been having low water pressure for the last couple weeks, but they don't have any leaks. Please check the pressure at the meter and see if everything is okay on our side.

30 LBS PRESSURE AT METER.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 65067**

Attachment_ Question No. 1

Account # 1008-39050-002
Name Mitchell, Gloria
Address 45 E Bailey Rd Buffalo, KY 42716
Telephone (270) 678-3313 **Job #**

Order Date 6/6/2019
Status As Soon As Possible
Scheduled 06/06/19 11:30 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 90090770		7211		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 06/12/19 07:51 AM **Completed Date** 06/12/19 07:51 AM

Notes Customer complaining about not enough pressure at the meter. Please check.

50 LBS AT THE HOUSE.

		Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 65114**

Attachment_ Question No. 1

Account # 3023-13285-002
Name Bibelhauser, Mark D.
Address 5920 Bacon Creek Rd Munfordville, KY 42765
Telephone (270) 307-1131 **Job #**

Order Date 6/11/2019
Status As Soon As Possible
Scheduled 06/11/19 11:17 AM
Order Type Customer Complaint

Page 66 of 93

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 33162321		3952		

Description INSTALLED RISER & CHECKED PSI

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 06/12/19 10:16 AM **Completed Date** 06/12/19 10:16 AM

Notes Customer says that him and his neighbors have very low water pressure. Please check the pressure at the meter
 PSI @ METER 105 PSI
 PSI @ HYDRANT 45 PSI

Total Employee Cost	\$21.57	Comments
Total Equipment Cost	\$25.00	_____
Total Inventory Cost	\$166.85	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$213.42	_____

Inventory Item	Unit Of Measure	Quantity Ordered	Quantity Used	Item Cost	Total Cost
RESET3/4X7 Resetter 5/8x3/4x7 Rise W/c	Each Each	1	1	\$166.53	\$166.53
MTRW.75 Meter Washer .75	Each Each	4	4	\$0.08	\$0.32

Signature _____

**Green River Valley Water Dist
WORK ORDER 65127**

Attachment_ Question No. 1

Account # 1500-16150-004
Name Dilley, Susan
Address 5434 Whitney Woods Rd Cave City, KY 42127
Telephone (502) 416-8611 **Job #**

Order Date 6/12/2019 **Page 67 of 93**
Status As Soon As Possible
Scheduled 06/12/19 12:09 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 50440031		5880		

Description
Comment
Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 06/13/19 07:53 AM **Completed Date** 06/13/19 07:53 AM

Notes Last 2 days they have had no pressure. Check pressure at meter. She said they had a bad leak there last year and afraid there may be another leak.

PRESSURE CHECKED GOOD.
 75 LBS.
 READING WAS 5881.

	Cost	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 65288**

Attachment_ Question No. 1

Account # 3022-94790-002
Name Scott, William
Address 977 Thomas Bend Rd Munfordville, KY 42765
Telephone (270) 528-7730

Order Date 6/27/2019
Status As Soon As Possible
Scheduled 06/27/19 09:43 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 44317927		16396		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 06/27/19 12:28 PM **Completed Date** 06/27/19 12:28 PM

Notes customer says that they have had water pressure problems for about a month now (since we fixed a leak on their road).. they never had problems with pressure before, please check

110 PSI AT HYDRANT

Cost Category	Amount	Comments
Total Employee Cost	\$27.30	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$27.30	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 65289**

Attachment_ Question No. 1
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Account # 1003-04235-002
Name Neal, Danny
Address 344 West Hiseville Main S Cave City, KY 42127
Telephone (270) 453-2229 **Job #**

Order Date 6/27/2019
Status As Soon As Possible
Scheduled 06/27/19 10:00 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49834697		2		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 06/27/19 12:27 PM **Completed Date** 06/27/19 12:27 PM

Notes SAYS SHE HASNT HAD WATER PRESSURE SINCE THEY REPLACED HYDRANT AT SCHOOL.
 45 PSI @ HYDRANT
 CLEANED SCREENS ON KITCHEN & BATHROOM FAUCETS

Total Employee Cost	\$51.37	Comments _____
Total Equipment Cost	\$25.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$76.37	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 65316**

Attachment_ Question No. 1

Account # 3022-93260-006
Name Hawkins, Lori A
Address 2624 Hardyville Rd Munfordville, KY 42765
Telephone (270) 537-3726 **Job #**

Order Date 7/1/2019
Status As Soon As Possible
Scheduled 07/01/19 10:20 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 19455002		111		
Description REPLACED SERVICE LINE				
Comment				
Requested By		Assigned To Maintenance	Completed By Maintenance	
Start Date 07/02/19 08:14 AM		Completed Date 07/02/19 08:14 AM		

Notes Customer has complained of low pressure, Jason said there is only 10 lbs at the meter and at the hydrant. He thinks we must have a leak or something out there

REPLACED SERVICE LINE

Total Employee Cost	\$191.01	Comments	_____
Total Equipment Cost	\$50.00		_____
Total Inventory Cost	\$123.14		_____
Miscellaneous Costs	\$0.00		_____
Total Order Cost	\$364.15		_____

Inventory Item	Unit Of Measure	Quantity Ordered	Quantity Used	Item Cost	Total Cost
CCC.75 Copper Comp Coupling .75	Each Each	1	1	\$24.24	\$24.24
CCT.75 Copper Comp Tee .75	Each Each	1	1	\$55.73	\$55.73
TT.75 Tuftube .75	Each Each	60	60	\$0.28	\$16.80
INS.75 Inserts .75 Plastic	Each Each	4	4	\$0.43	\$1.72
CCI.75 Copper Insta-tite Coup 3/4"	Each Each	1	1	\$24.65	\$24.65

Signature _____

**Green River Valley Water Dist
WORK ORDER 65317**

Attachment_ Question No. 1

Account # 3011-00842-004
Name Moseley, Daisey
Address 1200 Park Cosby Rd Hardyville, KY 42746
Telephone (270) 791-3449

Order Date 7/1/2019
Status As Soon As Possible
Scheduled 07/01/19 10:56 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393795		846		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 07/02/19 07:34 AM

Completed Date 07/02/19 07:34 AM

Notes Customer says they have had low pressure for about the last week, please check the pressure at the meter. He also thnks we may have a leak on their road

116 LBS PRESSURE AT THE METER. REGULATOR GONE BAD

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 65403**

Attachment_ Question No. 1
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Account # 3011-00460-002
Name Ray, Beverly
Address 2998 Legrande Hwy Horse Cave, KY 42749
Telephone (270) 670-2940 **Job #**

Order Date 7/9/2019
Status As Soon As Possible
Scheduled 07/09/19 09:22 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 35609753		3583		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 07/12/19 10:14 AM **Completed Date** 07/12/19 10:14 AM

Notes customer says she has had low pressure for the past few days... please check

LEAK UNDER LEGRANDE HWY CLOSE TO THIS HOUSE, WILL CHECK BACK WITH HER AFTER LEAK IS FIXED TO SEE IF PRESSURE IS BETTER.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 65420**

Attachment_ Question No. 1

Account # 1001-00521-001
Name Briggs, Pat
Address 2755 Uno Horse Cave Rd Horse Cave, KY 42749
Telephone (270) 786-3788 **Job #**

Order Date 7/11/2019
Status As Soon As Possible
Scheduled 07/11/19 07:50 AM
Order Type Customer Complaint

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METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833662		2412		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 07/12/19 12:09 PM

Completed Date 07/12/19 12:09 PM

Notes Cutomer has low water pressure. Happens frequently.

60PSI AT METER WHEN CHECKED, BUNNELL CROSSING PUMP STATION AFFECTS THIS ADDRESS

Total Employee Cost	\$27.30	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$27.30	

Signature _____

**Green River Valley Water Dist
WORK ORDER 65702**

Attachment_ Question No. 1
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Account # 1003-04794-001
Name Coffey, Lisa
Address 2435 Hiseville-Park Rd. Horse Cave, KY 42749
Telephone (270) 453-2918 **Job #**

Order Date 7/30/2019
Status As Soon As Possible
Scheduled 07/30/19 01:30 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43709190		2004		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 07/31/19 12:03 PM **Completed Date** 07/31/19 12:03 PM

Notes customer says since we fixed the leak in Hiseville over the weekend he has about half his normal water pressure.
please check

80 PSI AT METER

Cost Category	Amount	Comments
Total Employee Cost	\$35.11	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$35.11	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 65727**

Attachment_ Question No. 1
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Account # 3013-05575-001
Name Sanders, Tracy
Address 1134 Bunnell Crossing Munfordville, KY 42765
Telephone (270) 218-1316 **Job #**

Order Date 8/1/2019
Status As Soon As Possible
Scheduled 08/01/19 07:54 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833678		5479		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

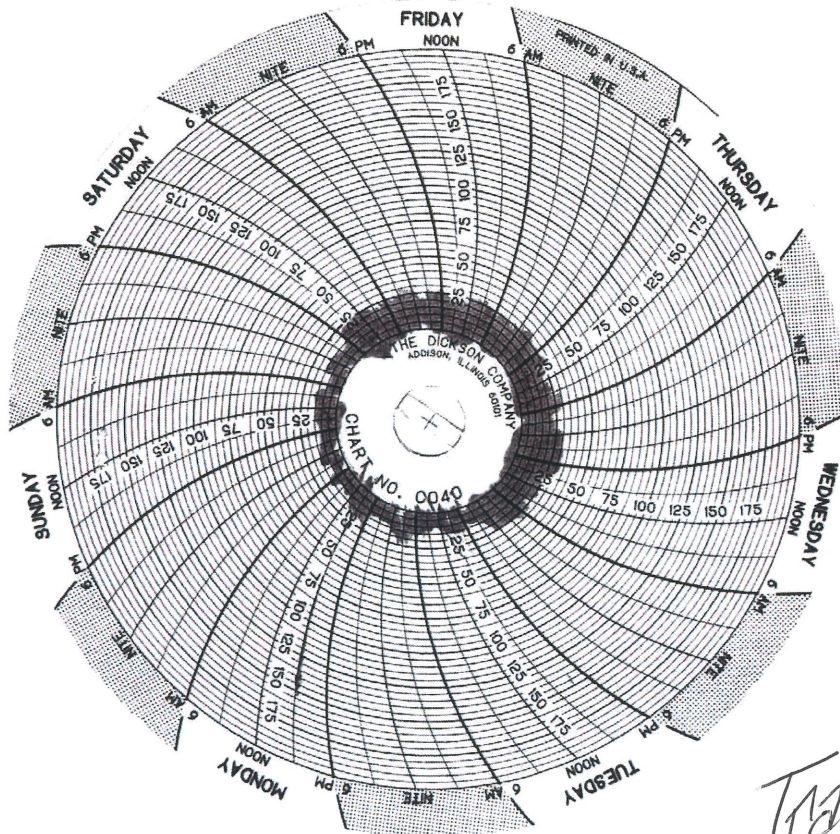
Start Date 08/02/19 08:20 AM **Completed Date** 08/02/19 08:20 AM

Notes Customer complaining about low pressure. Please check the meter

24 POUNDS PRESSURE AT METER.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____



Tracy Sanders
1134 Bunnell Crossing
2019
Elevation = 797

Green River Valley Water Dist
WORK ORDER 65920

Attachment_ Question No. 1
Page 77 of 93

Account # 1008-33225-001
Name Baumgardner, Cliff & Teresa
Address 7957 Greensburg Rd Buffalo, KY 42716
Telephone (270) 324-4413 **Job #**

Order Date 8/19/2019
Status As Soon As Possible
Scheduled 08/19/19 09:04 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393386		988		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 08/20/19 12:25 PM **Completed Date** 08/20/19 12:25 PM

Notes Customer says their water pressure has been very low, please check
50 PSI @ THE HOUSE
55 PSI @ THE METER

Total Employee Cost	\$22.11	Comments	_____
Total Equipment Cost	\$0.00		_____
Total Inventory Cost	\$0.00		_____
Miscellaneous Costs	\$0.00		_____
Total Order Cost	\$22.11		_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 66362**

Attachment_ Question No. 1
Page 78 of 93

Account # 1004-07960-001
Name Nunn, Logan
Address 2803 Friendship Church Rd Magnolia, KY 42757
Telephone (270) 528-2787 **Job #**

Order Date 9/11/2019
Status As Soon As Possible
Scheduled 09/11/19 12:04 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 47119286		686		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 09/11/19 02:37 PM

Completed Date 09/11/19 02:37 PM

Notes customer reported low water pressure for about the last week
50 PSI AT HYDRANT

Total Employee Cost	\$49.51	Comments	_____
Total Equipment Cost	\$25.00		_____
Total Inventory Cost	\$0.00		_____
Miscellaneous Costs	\$0.00		_____
Total Order Cost	\$74.51		_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 66682**

Attachment_ Question No. 1
Page 79 of 93

Account # 2003-03970-006
Name Alvey, Bradley
Address 308 Walthall Horse Cave, KY 42749
Telephone (270) 537-3674 **Job #**

Order Date 10/3/2019
Status As Soon As Possible
Scheduled 10/03/19 10:02 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 34771646	80542348	11856		

Description

Comment

Requested By

Assigned To Maintenance

Completed By Maintenance

Start Date 10/07/19 03:10 PM

Completed Date 10/07/19 03:10 PM

Notes Customer says they are having pressure problems only at night (pressure goes down to nearly nothing in the afternoons and evenings)... please check. We may need to put a chart recorder on and check it out.

PRESSURE RECORDER FROM THURSDAY @ NOON - MONDAY @ NOON, PRESSURE HELD CONSISTENT AT 80 PSI

Cost Category	Amount	Comments
Total Employee Cost	\$31.40	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$31.40	

Signature _____

**Green River Valley Water Dist
WORK ORDER 66926**

Attachment_ Question No. 1
Page 81 of 93

Account # 1005-09736-001
Name Webb, David
Address 572 Polley Rd. Magnolia, KY 42757
Telephone (270) 324-4320 **Job #**

Order Date 10/24/2019
Status As Soon As Possible
Scheduled 10/24/19 08:16 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 36530471		8349		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 10/24/19 01:34 PM **Completed Date** 10/24/19 01:34 PM

Notes SAYS HE HAS HAD LOW PRESSURE FOR ABOUT A MONTH AND DIDN'T USE TO BE THAT WAY. PLEASE CHECK

70 PSI

Cost Category	Amount	Comments
Total Employee Cost	\$40.52	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$40.52	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 67129**

Attachment_ Question No. 1
Page 82 of 93

Account # 2002-02307-002
Name Price, Pat
Address 198 Short Cut Rd Horse Cave, KY 42749
Telephone (270) 786-4327 **Job #**

Order Date 11/12/2019
Status As Soon As Possible
Scheduled 11/12/19 01:23 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 33366182	80599978	2209		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 11/14/19 07:44 AM **Completed Date** 11/14/19 07:44 AM

Notes Please check water pressure. She says she doesnt have very much.
 PRESSURE CHECKED AT 60 LBS AT THE METER.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 67159**

Attachment_ Question No. 1
Page 83 of 93

Account # 3025-01040-001
Name Bonnieville Post Office
Address 7692 N Dixie Hwy Bonnieville, KY 42713
Telephone (270) 531-5151 **Job #**

Order Date 11/15/2019
Status As Soon As Possible
Scheduled 11/15/19 10:29 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 19285997		935		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

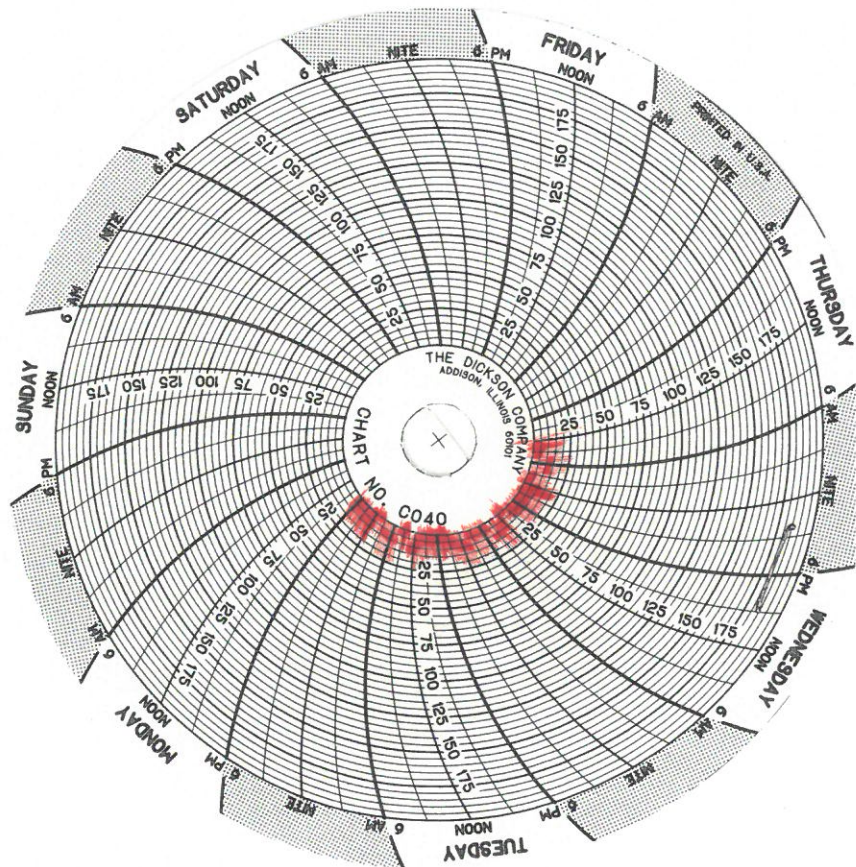
Start Date 11/15/19 10:12 AM **Completed Date** 11/15/19 10:12 AM

Notes NEED TO CHECK PRESSURE AT METER AND SEE IF THEY HAVE A LEAK. NO PRESSURE FOR ABOUT A WEEK

BROKE METER LOOSE AND PLENTY OF PRESSURE AT METER.
ANDREW TALKED TO THEM.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____



Bunnell Crossings

**Green River Valley Water Dist
WORK ORDER 67229**

Attachment_ Question No. 1
Page 86 of 93

Account # 3023-12783-002
Name Drown, April
Address 286 Moss Rd. Munfordville, KY 42765
Telephone **Job #**

Order Date 11/22/2019
Status As Soon As Possible
Scheduled 11/22/19 10:57 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 45055573		3429		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 11/22/19 12:54 PM **Completed Date** 11/22/19 12:54 PM

Notes Customer says that she has had very low pressure since this morning.

PSI AT METER 90LBS.
THEY HAVE A LEAK

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 67358**

Attachment_ Question No. 1
Page 87 of 93

Account # 1001-00785-001
Name Minor, Deanna
Address 327 Legrande Hwy. Horse Cave, KY 42749
Telephone (270) 786-3551 **Job #**

Order Date 12/3/2019
Status As Soon As Possible
Scheduled 12/03/19 01:52 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393762		494		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 12/04/19 02:42 PM

Completed Date 12/04/19 02:42 PM

Notes NEED PRESSURE CHECKED.
HAD INSTALLED A PRESSURE REGULATOR BUT IT CAUSED HER TO HAVE NO PRESSURE SO THEY
TOOK IT OFF.
270-774-1127, CATHY
135 lbs at meter

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 67487**

Attachment_ Question No. 1

Page 88 of 93

Account # 3019-74650-001
Name Waddle, Wesley
Address 1650 McCubbins Ln Munfordville, KY 42765
Telephone (270) 524-9869 **Job #**

Order Date 12/16/2019
Status As Soon As Possible
Scheduled 12/16/19 08:05 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 45055731		2159		

Description

Comment

Requested By

Assigned To Meter Readers

Completed By Meter Readers

Start Date 12/16/19 11:48 AM

Completed Date 12/16/19 11:48 AM

Notes Check pressure.

PUMP STATION NOT WORKING.
 READING WAS 2182.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	
Total Inventory Cost	\$0.00	
Miscellaneous Costs	\$0.00	
Total Order Cost	\$0.00	

Signature _____

**Green River Valley Water Dist
WORK ORDER 67574**

Attachment_ Question No. 1
Page 89 of 93

Account # 1008-36200-005
Name Bishop, Brian
Address 1538 Ward Mt Sherman Rd Magnolia, KY 42757
Telephone (270) 789-8590 **Job #**

Order Date 12/30/2019
Status As Soon As Possible
Scheduled 12/30/19 11:36 AM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 49393668		211		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 12/31/19 03:02 PM **Completed Date** 12/31/19 03:02 PM

Notes Check pressure.

NO WATER AT HOUSE.
45 lbs AT THE METER.

Total Employee Cost	\$22.11	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$22.11	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 67902**

Attachment_ Question No. 1

Account # 1005-10090-006
Name Lapointe, Lee Ann
Address 5051 L & N Turnpike Magnolia, KY 42757
Telephone (270) 537-5307 **Job #**

Order Date 1/22/2020 **Page 90 of 93**
Status As Soon As Possible
Scheduled 01/22/20 02:17 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 47041456		2460		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 01/23/20 07:42 AM **Completed Date** 01/23/20 07:42 AM

Notes Check pressure at meter. Customer says they have very low water pressure.

40 LBS AT THE METER.
 25 AT THE HOUSE.

Cost Category	Amount	Comments
Total Employee Cost	\$0.00	_____
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 67973**

Attachment_ Question No. 1

Account # 1001-01135-005
Name Beckley, Linda
Address 5013 S Jackson Hwy Horse Cave, KY 42749
Telephone (812) 596-2907 **Job #**

Order Date 1/29/2020 **Page 91 of 93**
Status As Soon As Possible
Scheduled 01/29/20 01:19 PM
Order Type Customer Complaint

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 43833652		1215		

Description

Comment

Requested By _____ **Assigned To** Meter Readers **Completed By** Meter Readers

Start Date 01/30/20 07:33 AM **Completed Date** 01/30/20 07:33 AM

Notes CHECK PRESSURE, CUSTOMER SAYS IT APPEARS VERY LOW.

138 POUNDS PRESSURE AT THE METER.

Total Employee Cost	\$0.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$0.00	_____

Signature _____

**Green River Valley Water Dist
WORK ORDER 67932**

Attachment_ Question No. 1

Account # 1005-09423-002
Name Wilmoth, Larry
Address 3900 Parkers Grove Rd Magnolia, KY 42757
Telephone (270) 537-3991 **Job #**

Order Date 1/24/2020
Status As Soon As Possible
Scheduled 01/24/20 02:26 PM
Order Type Customer Complaint

Page 92 of 93

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 48251246		1127		

Description

Comment

Requested By _____ **Assigned To** Maintenance **Completed By** Maintenance

Start Date 02/04/20 12:42 PM **Completed Date** 02/04/20 12:42 PM

Notes Please check pressure at meter and put a 24 hour chart recorder on.

39 PSI AT THE HYDRANT.

Total Employee Cost	\$68.00	Comments
Total Equipment Cost	\$0.00	_____
Total Inventory Cost	\$0.00	_____
Miscellaneous Costs	\$0.00	_____
Total Order Cost	\$68.00	_____

Signature _____

GREEN RIVER VALLEY WATER DISTRICT**Response to Commission Staff's First Request for Information
Case No. 2020-00026**

Question No. 2

Responding Witness: David Paige

Q-2. Provide the name, address, date of installation, and any other pertinent information for all customers who currently have individual pumps.

A-2. Green River Valley Water District's records indicate that the customers listed below have individual pumps. In his informal complaint to the Public Service Commission's Consumer Services Branch, Mr. John McBride, who resides at 1114 Bunnell Crossing Road, Munfordville, Kentucky, stated that he has an individual pump. If Mr. McBride has an individual pump, it was not purchased or installed by Green River Valley Water District.

- a. Stuart I. Gross, Sr.
2931 Baumgardner Road
Bonnieville, KY 42713
Pump Installed: August 2017
Cost: \$2,500 (Green River Valley Water District)
- b. Tracy Kay Sanders
1134 Bunnell Crossing Road
Munfordville, KY 42765
Pump Installed: 1996
Cost: Unknown
- c. Marshall Highbaugh
1896 Bolton School Road
Bonnieville, KY 42713
Pump Installed: July 8, 2018
Cost: \$715

GREEN RIVER VALLEY WATER DISTRICT

**Response to Commission Staff's First Request for Information
Case No. 2020-00026**

Question No. 3

Responding Witness: David Paige

- Q-3. Provide information concerning the ownership of the individual pumps, where power for each pump is obtained, who is responsible for paying for the power, and who performs maintenance and how each pump is controlled.**
- A-3. Each customer listed in the Response to Request No. 2 owns the pumping equipment. Green River Valley Water District purchases and installs the pumping equipment and is responsible for the cost of the equipment and its installation. The equipment is connected to the customer's electric service and the customer is responsible for the cost of electric service. Green River Valley assumes responsibility for maintenance and repair of the pumping equipment for the first year after installation. Thereafter, the customer is responsible for maintenance, repair, and replacement of the pumping equipment.

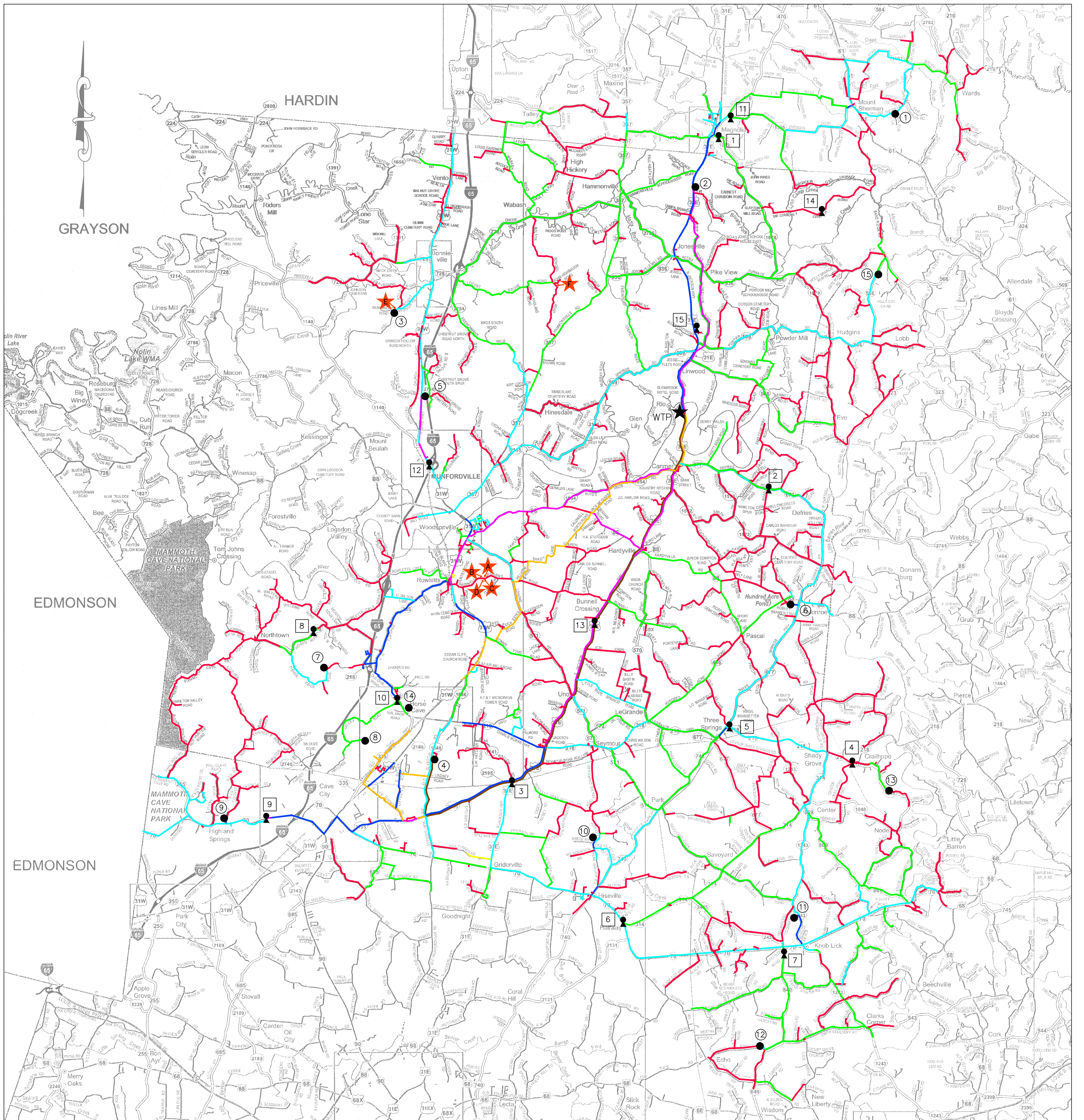
GREEN RIVER VALLEY WATER DISTRICT

**Response to Commission Staff's First Request for Information
Case No. 2020-00026**

Question No. 4

Responding Witness: Vaughn Williams

- Q-4. Provide a highway map at a scale of at least one-inch equals two miles marked to show Green River Valley District's water distribution system in the areas where the customers have individual pumps. The map of the system shall show pipeline sizes, location and connections as well as pump stations, water storage tanks, and sea level elevations of key points. The location of each customer listed in the response to Item 1 should also be shown.**
- A-4. See Attachment (Map Labeled "Green River Valley Water District Distribution System Map") to this Response.



WATER STORAGE TANKS

- | | |
|--|---|
| ① Mt. Sherman Tank (1988)
125,000 Gallon Steel Standpipe
O/F Elev. 1065' | ⑨ Toohy Ridge Tank (1977)
250,000 Gallon Steel Standpipe
O/F Elev. 1038.25' |
| ② Magnolia Tank (1977)
500,000 Gallon Steel Standpipe
O/F Elev. 955' | ⑩ Hiseville Tank (1983)
250,000 Gallon Steel Standpipe
O/F Elev. 870' |
| ③ Bonnieville Tank (1993)
25,000 Gallon Steel Standpipe
O/F Elev. 930' | ⑪ Knob Lick Tank (1983)
150,000 Gallon Steel Standpipe
O/F Elev. 921.5' |
| ④ New Horse Cave Tank (2009)
1,000,000 Gallon
O/F Elev. 842' | ⑫ Echo Tank (1993)
25,000 Gallon Steel Standpipe
O/F Elev. 1028' |
| ⑤ Pine Ridge Tank (1985)
150,000 Gallon Steel Standpipe
O/F Elev. 929.25' | ⑬ Node Road Tank (2015)
25,000 Gallon Steel Standpipe
O/F Elev. 962' |
| ⑥ Monroe Tank (1985)
250,000 Gallon Steel Standpipe
O/F Elev. 871.25' | ⑭ Horse Cave Tank (1976)
500,000 Gallon Steel Standpipe
O/F Elev. 842' |
| ⑦ Northtown Tank (1997)
38,000 Gallon Steel Standpipe
O/F Elev. 645' | ⑮ Hudgins Tank (1988)
25,000 Gallon Steel Standpipe
O/F Elev. 920.5' |
| ⑧ Hatcher Valley Tank (2004)
60,000 Gallon Steel Standpipe
O/F Elev. 1028' | |

PUMP STATIONS

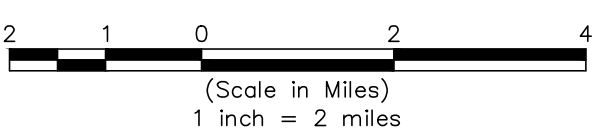
- | |
|---------------------------------|
| ① HWY 1079 Pump Station |
| ② Jeffries Pump Station |
| ③ Bearallow Pump Station |
| ④ Crail Hope Pump Station |
| ⑤ Three Springs Pump Station |
| ⑥ Hiseville Pump Station |
| ⑦ Wisdom Pump Station |
| ⑧ Northtown Pump Station |
| ⑨ Cave City Pump Station |
| ⑩ Hatcher Valley Pump Station |
| ⑪ Magnolia Pump Station |
| ⑫ Munfordville Pump Station |
| ⑬ Bunnell Crossing Pump Station |
| ⑭ Mount Sherman Pump Station |
| ⑮ Linwood Pump Station |

CUSTOMERS

- ★ Tracy Kay Sanders
1134 Bunnell Crossing Road
- ★ John McBride
1114 Bunnell Crossing Road
- ★ Angela Logsdon
1165 Bunnell Crossing Road
- ★ Danny Matthews
1150 Bunnell Crossing Road
- ★ Tammy Conahan
2931 Baumgardner Road
- ★ Marshal Highbough
1896 Bolton School Road

LEGEND

- ★ Water Treatment Plant
- Water Storage Tank
- Booster Pump Station
- 2" Waterline
- 3" Waterline
- 4" Waterline
- 6" Waterline
- 8" Waterline
- 10" Waterline
- 12" Waterline
- 16" Waterline



**GREEN RIVER VALLEY WATER DISTRICT
DISTRIBUTION SYSTEM MAP
HART, LARUE, GREEN, BARREN & METCALFE COUNTIES**

GREEN RIVER VALLEY WATER DISTRICT

**Response to Commission Staff's First Request for Information
Case No. 2020-00026**

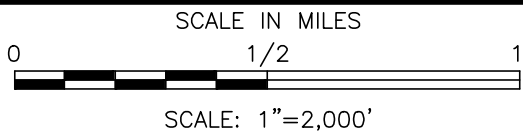
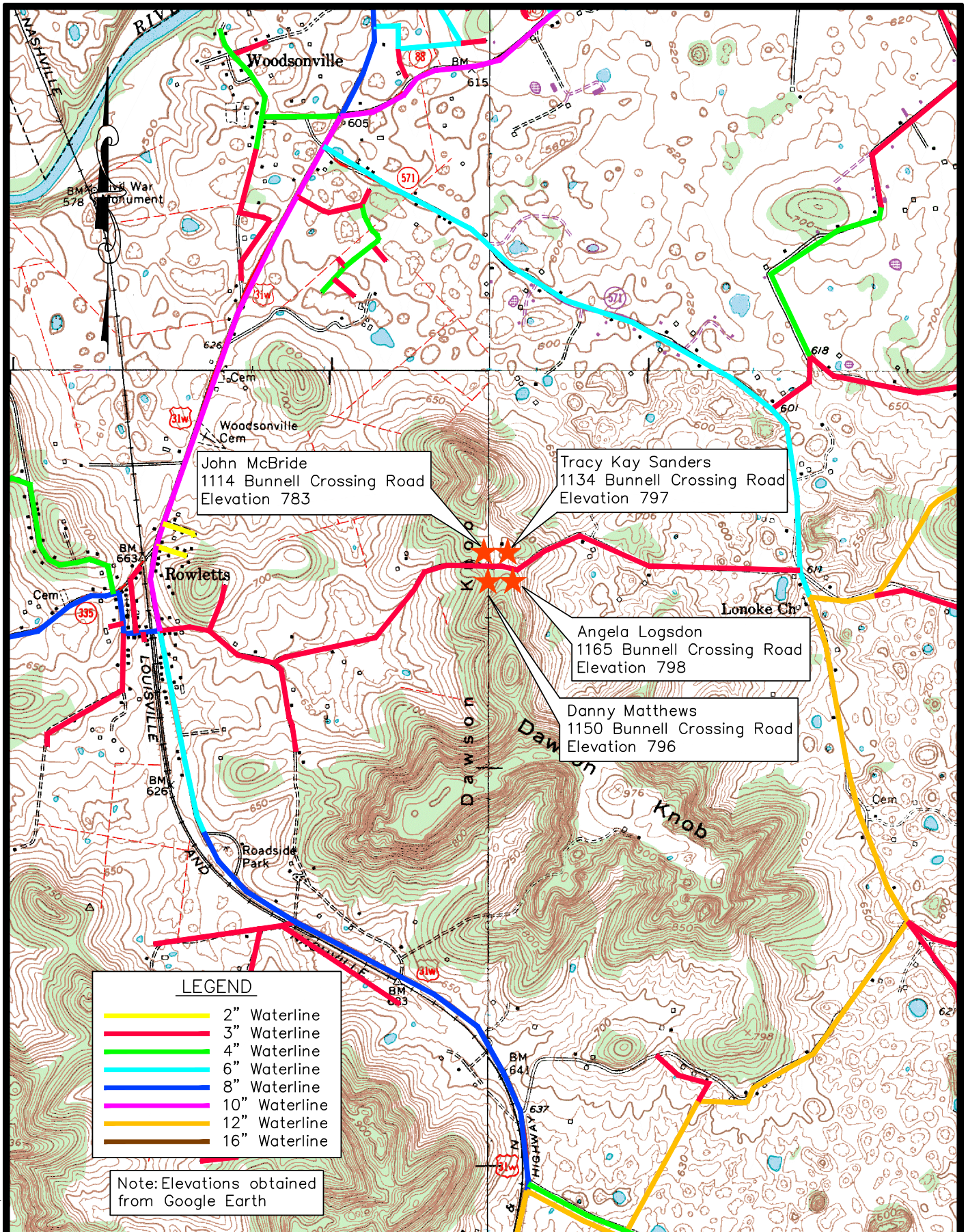
Question No. 5

Responding Witnesses: Vaughn Williams/David Paige

Q-5. Provide a topographical map of all areas where the customers have individual pumps. The map shall show the location of each customer, pipeline sizes, location and connections as well as pump stations and water storage tanks.

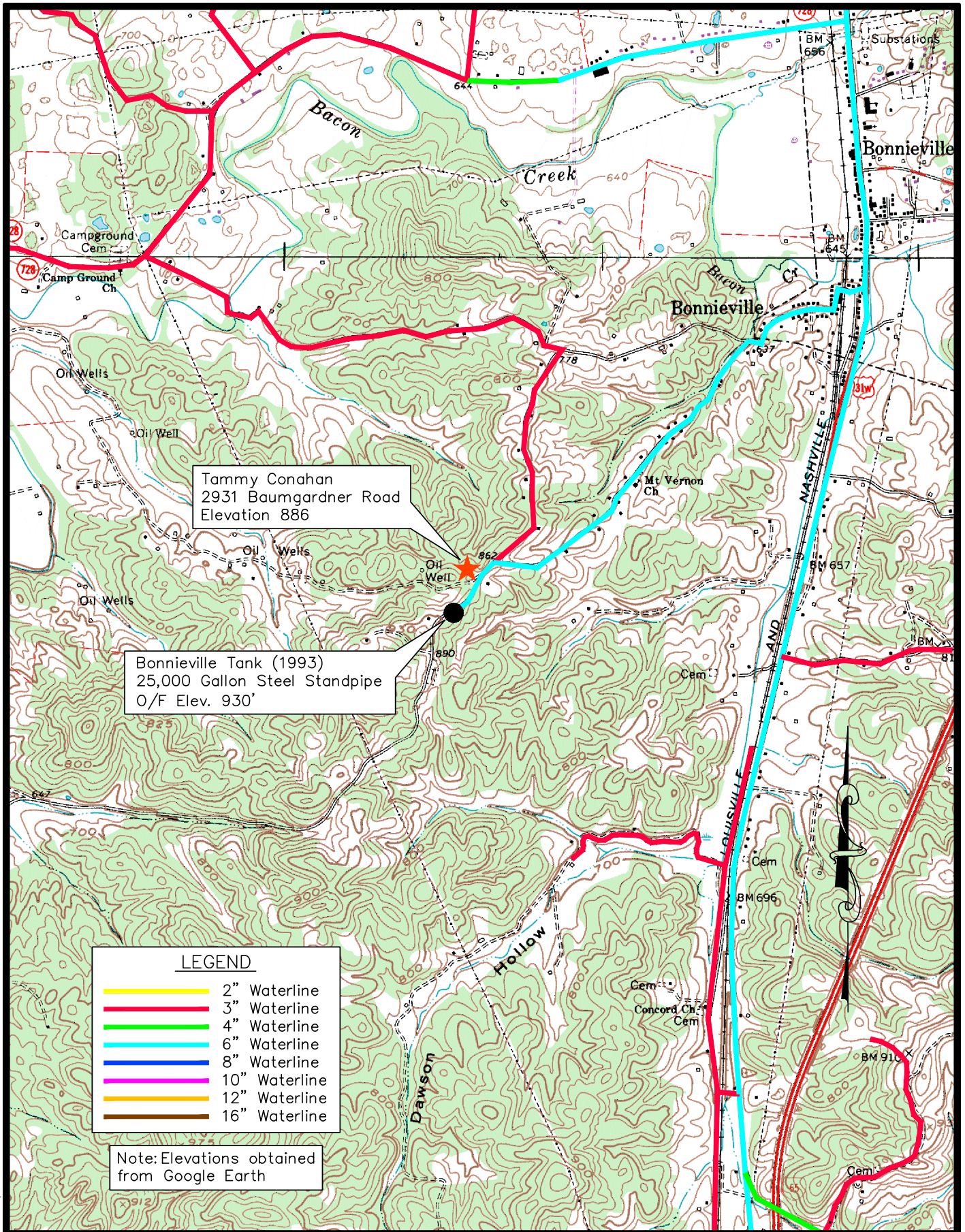
A-5. See the following attachments to this Response:

- a. Attachment 5A – “Green River Valley Water District, Topographical Map, Bunnell Crossing Road”
- b. Attachment 5B – “Green River Valley Water District, Topographical Map, Baumgardner Road”
- c. Attachment 5C – “Green River Valley Water District, Topographical Map, Bolton School Road”



GREEN RIVER VALLEY WATER DISTRICT
TOPOGRAPHIC MAP
BUNNELL CROSSING ROAD
HART COUNTY, KENTUCKY

N: | P: | 2020051 | TOPOGRAPH MAP

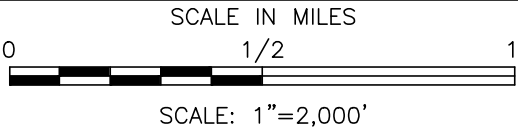


Tammy Conahan
2931 Baumgardner Road
Elevation 886

Bonnieville Tank (1993)
25,000 Gallon Steel Standpipe
O/F Elev. 930'

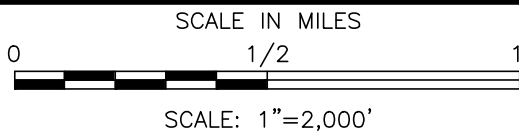
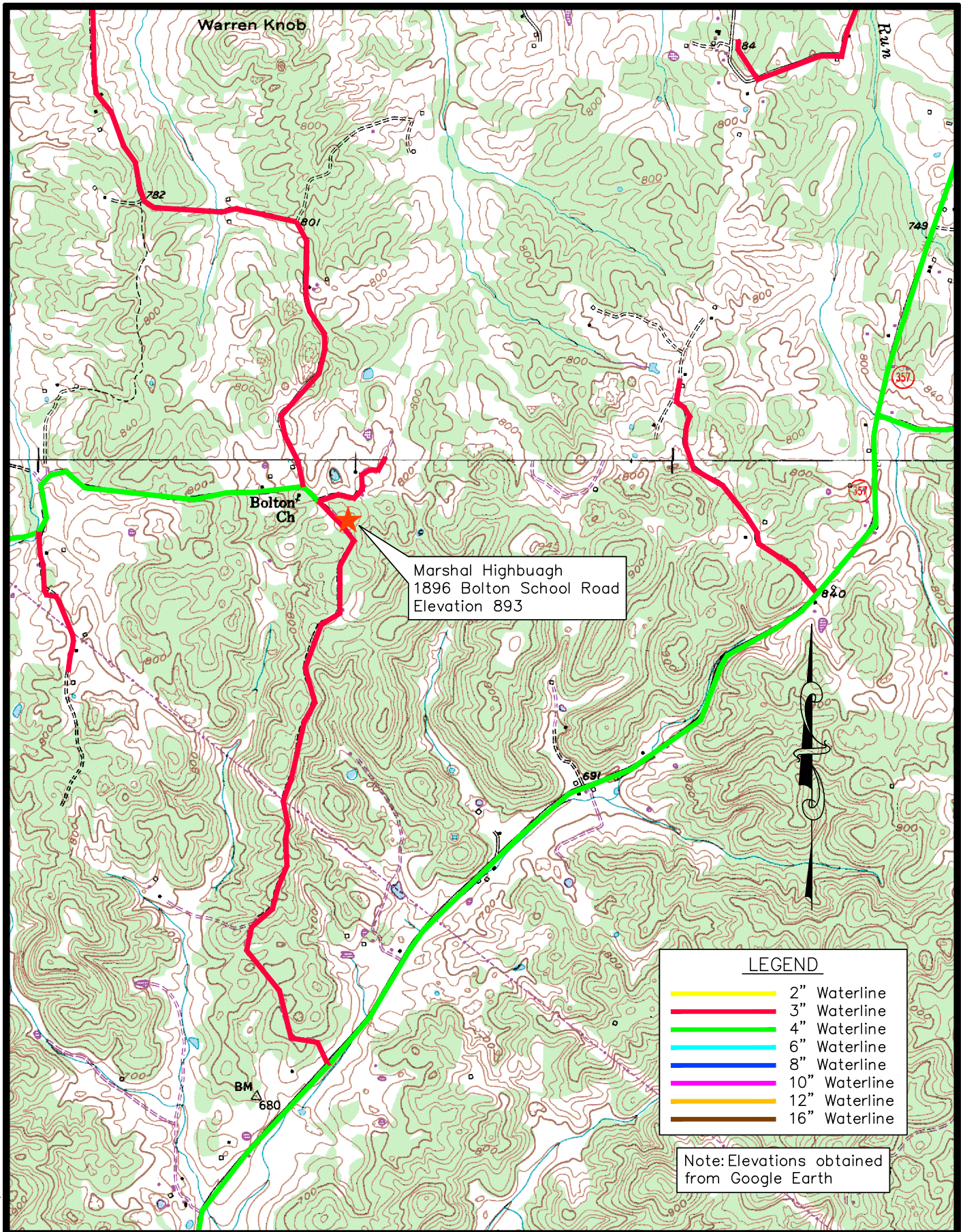
LEGEND	
	2" Waterline
	3" Waterline
	4" Waterline
	6" Waterline
	8" Waterline
	10" Waterline
	12" Waterline
	16" Waterline

Note: Elevations obtained from Google Earth



GREEN RIVER VALLEY WATER DISTRICT
TOPOGRAPHIC MAP
BAUMGARDNER ROAD
HART COUNTY, KENTUCKY

N: | P | 2020051 | TOPOGRAPH MAP



GREEN RIVER VALLEY WATER DISTRICT
TOPOGRAPHIC MAP
BOLTON SCHOOL ROAD
HART COUNTY, KENTUCKY

GREEN RIVER VALLEY WATER DISTRICT

Response to Commission Staff's First Request for Information Case No. 2020-00026

Question No. 6

Responding Witnesses: Vaughn Williams/David Paige

- Q-6. **Provide a pressure recording chart showing the actual 24-hour continuously measured pressure available at the locations in the vicinity of all water storage tanks where customers have individual pumps and any other locations necessary to provide a complete understanding of the existing system operation in the areas where customers have individual pumps in Green River Valley District's water system.**
- A-6. See Attachment to this Response. These pressure recordings are for five of the six locations where known low water pressure conditions exist. No pressure recording is available for 1150 Bunnell Crossing Road. The service for this residence, however, is approximately 60 feet from the service for 1134 Bunnell Crossing Road. There is minimal difference in elevation between the two services. Therefore, pressure conditions at 1150 Bunnell Crossing Road can reasonably be assumed to be the same as those at 1134 Bunnell Crossing Road.

Individual pumps are installed at residential services along the following roads in Green River Valley Water District's service area: Bunnell Crossing Road, Baumgardner Road, and Bolton School Road. The distribution of water to each of these areas is described below.

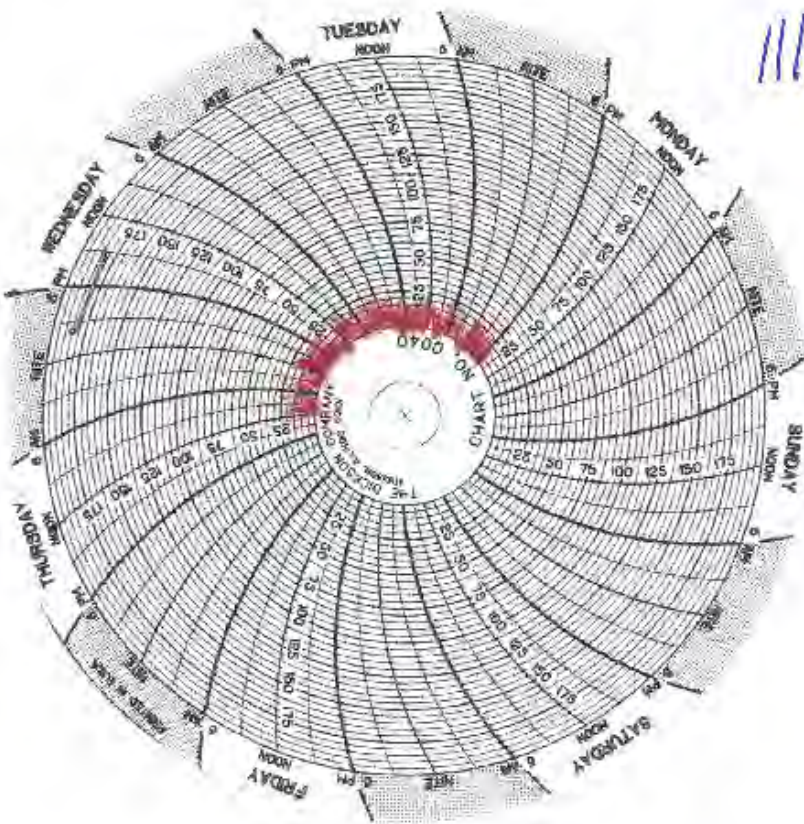
Bunnell Crossing Road. Water produced at the District's water treatment plant is pumped into the distribution system using the "South Zones" high service pumps. The high service pumps deliver water to the customers along Bunnell Crossing Road and New Horse Cave Tank. When the high service pumps are not operating the water flows from New Horse Cave Tank to the customers on Bunnell Crossing Road. The overflow elevation of New Horse Cave Tank is 842 feet above sea level (MSL).

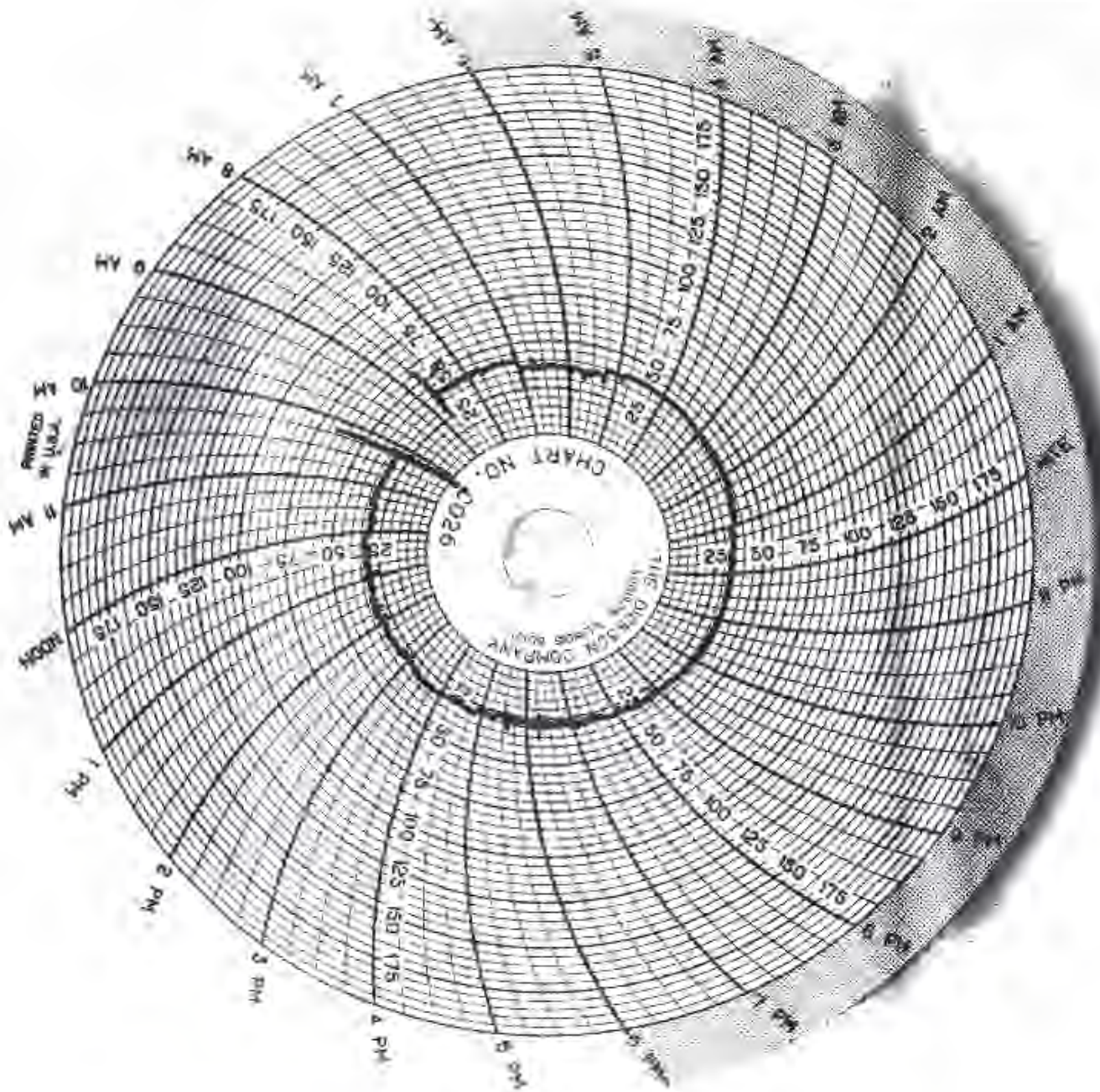
Baumgardner Road. The District sells water to Munfordville Water Company. Water is metered into Munfordville Water's system, then metered out and pumped through the Munfordville Pump Station to Pine Ridge Tank and Bonnieville Tank. The overflow elevation of the Pine Ridge Tank is 929.25 feet above sea level (MSL) and the overflow elevation of the Bonnieville Tank is 930 feet MSL. Baumgardner Road is supplied either directly from the pump station or the Bonnieville Tank.

Bolton School Road. Water produced at the District's treatment plant is also pumped into the distribution system using the "North Zones" high service pumps. The high service pumps deliver water to the Magnolia Tank, which has an overflow elevation of 955 feet MSL. Customers along Bolton School Road can be supplied directly from the high service pumps or Magnolia Tank.

1114 Bunnell Crossing

Elevation ± 783

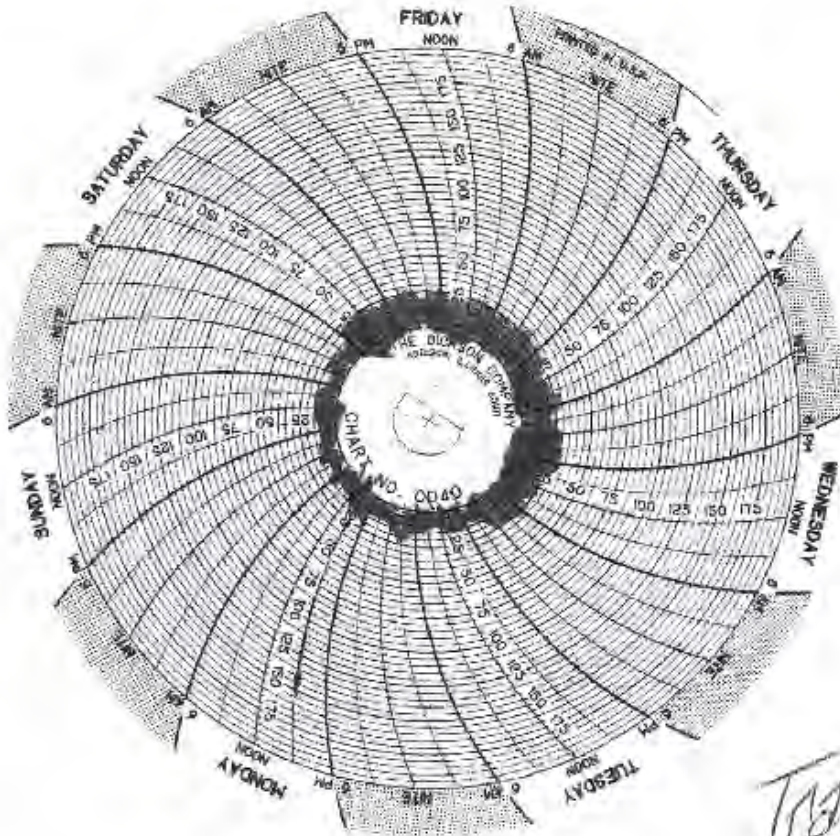




TRACY SANDERS
1134 BUREAU CROSSING RD.

DATE 7/16 & 17/2012

Elevation ± 797



Tracy Sanders
1134 Bunnell Crossing

2019

Elevation #797

Pressure Recordings

Date ON 8 JANUARY 2017
OFF 9 JANUARY 2017

Location 2931 BAUMGARDNER RD 3019-79585

Tank BONNIEVILLE
PIKE RIDGE

When Put on

Tank Level

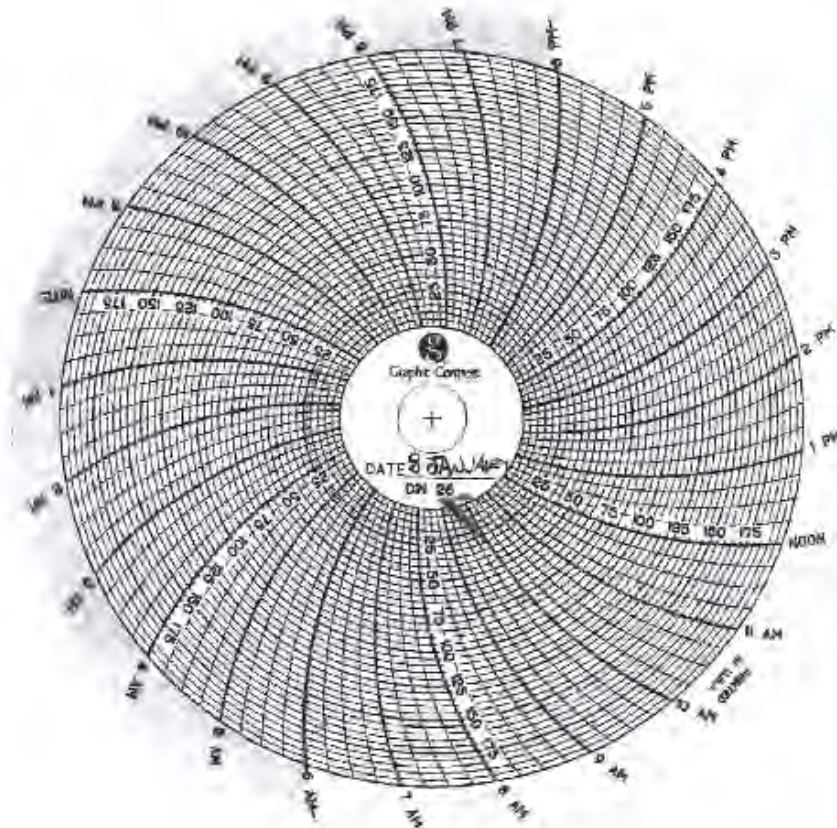
When Put on

When Put off

When Put off

Pump Station MUNFORDVILLE

Number of Pumps On



Elevation ± 886

Pressure Recordings

Date ON 11 JUNE 2017 10:30 AM
OFF 12 JUNE 2017 9:53 AM

Location 2931 BUMGARDNER RD. 3014-79585

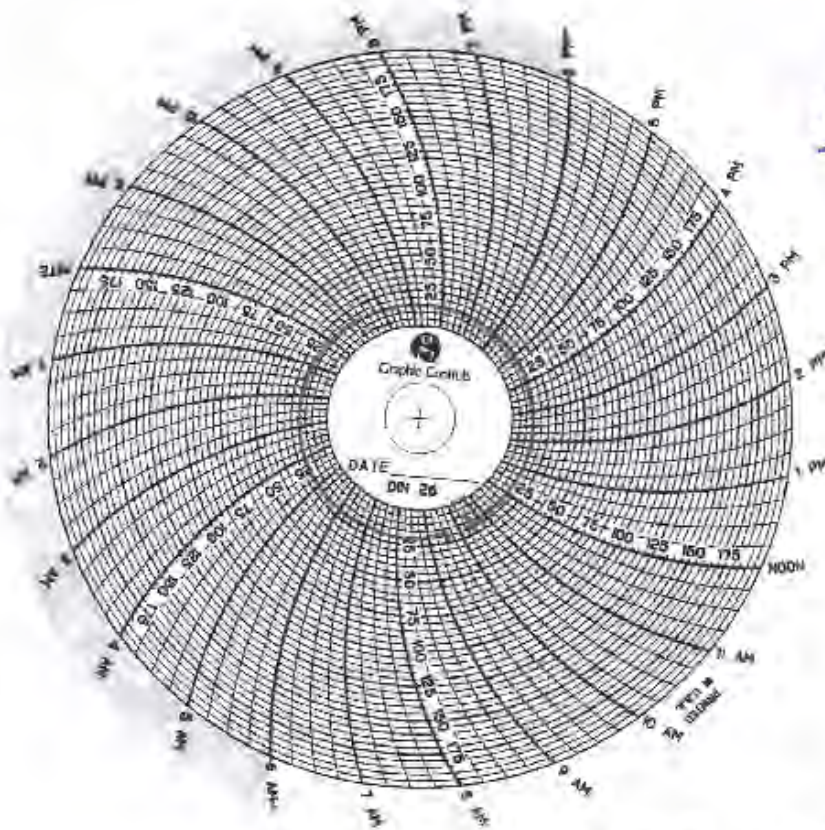
Tank BONNIEVILLE

When Put on _____
Tank Level _____
When Put on _____

Pump Station MUNFORDVILLE

Number of Pumps On 1 When last OFF 1

ONLY 1 PUMP TRJ
PUMP # 2 OUT FOR REPAIR



Elevation ± 886

234-3751
Stuart Grace
Circuit 10/15/17
224/11/217
Call# 527-313

PRESSURE RECORDINGS

Date On 22 MAY 2018

Off 23 MAY 2018

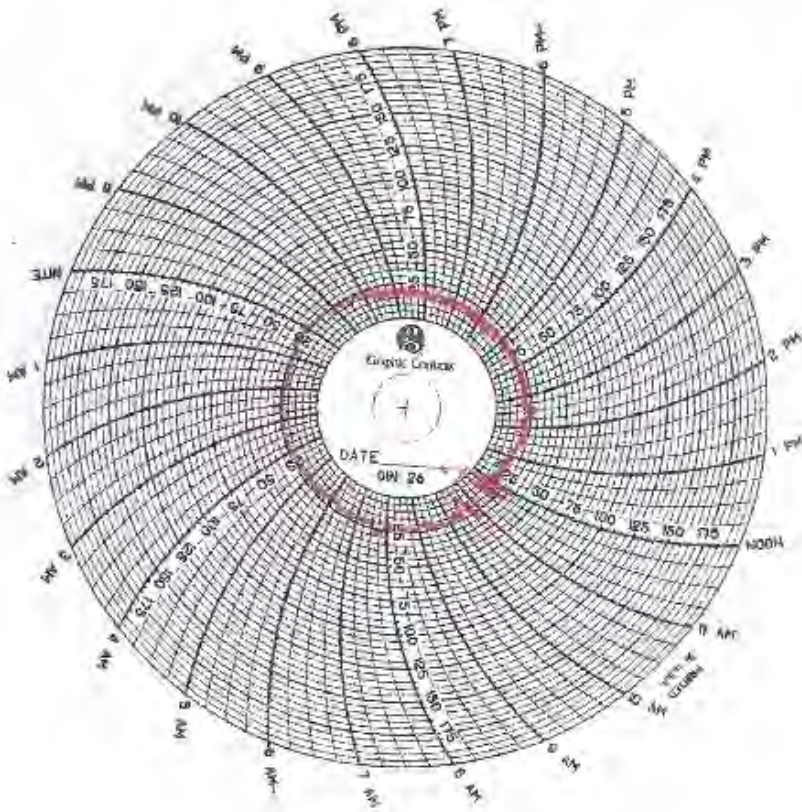
Location 18916 BOLTON SCHOOL RD 3023-116395

Tank MAGNOLIA When Put On _____ When Took Off _____

Tank Level _____

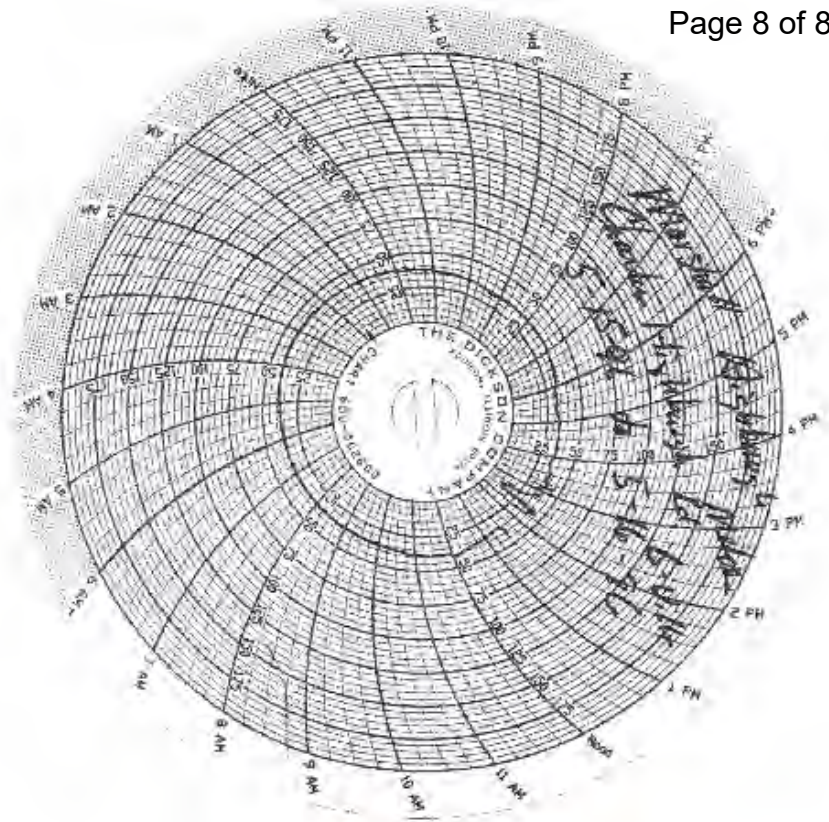
Pump Station PLANT

Number Of Pumps On _____ When Took Off _____



Elevation ± 893

Pressure 30 PSI
IN 1996 NOT MIN.
Required pressure @
May 23, 2018
Installed pump



Elevation ± 893

GREEN RIVER VALLEY WATER DISTRICT

**Response to Commission Staff's First Request for Information
Case No. 2020-00026**

Question No. 7

Responding Witness: Vaughn Williams/David Paige

Q-7. Identify the 24-hour period recorded, the exact location of the pressure recorder, and the sea level elevation of the recorder for those locations in the vicinity of all water storage tanks where customers have individual pumps and any other locations necessary to provide complete understanding of the existing system operation in the areas where customers have individual pumps in Green River Valley District's water system.

A-7. The following information is provided regarding each of the recordings found in the Attachment to the Response to Request No. 6.

a. **1114 Bunnell Crossing Road**

Duration: 3 days

Date: November 2019

Location: Customer's meter

Elevation: 783 feet MSL

Pressure Range: 0-25 psig

b. **1134 Bunnell Crossing Road (2 readings)**

Duration: 24-hour

Date: July 16-17, 2002

Location: Customer's meter

Elevation: 797 feet MSL

Pressure Range: 23-42 psig

Duration: 7-day

Date: August 2019

Location: Customer's meter

Elevation: 797 feet MSL

Pressure Range: 0-30 psig

c. **1165 Bunnell Crossing Road**

Duration: 5-day

Date: October 2019

Location: Customer's meter

Elevation: 798 feet MSL

Pressure Range: 0-30 psig

d. **2931 Baumgardner Road (2 readings)**

Duration: 24-hour
Date: January 8-9, 2017
Location: Customer's meter
Elevation: 886 feet MSL
Pressure Range: 20-23 psig

Duration: 24-hour
Date: June 11-12, 2017
Location: Customer's meter
Elevation: 886 feet MSL
Pressure Range: 15-20 psig

e. **1186 Bolton School Road (2 readings)**

Duration: 24-hour
Date: May 15-16, 1996
Location: Customer's meter
Elevation: 893 feet MSL
Pressure Range: 30-40 psig

Duration: 24-hour
Date: May 22-23, 2018
Location: Customer's meter
Elevation: 893 feet MSL
Pressure Range: 15-27 psig

GREEN RIVER VALLEY WATER DISTRICT

Response to Commission Staff's First Request for Information Case No. 2020-00026

Question No. 8

Responding Witness: Vaughn Williams

Q-8. Explain how the installation of individual pumps complies with the requirements for booster pumps of the “Recommended Standards for Water Works” (Ten State Standards) by the Great Lakes Upper Mississippi River Board of State Public Health and Environmental Managers.

A-8. The installation of the individual pumps does not comply with the *Recommended Standards of Water Works* (2012 ed.). Section 6.4.4 provides: “Private booster pumps shall not be allowed for any individual residential service from the public water supply main.” Section 8.11.2 provides: “Individual booster pumps shall not be allowed for any individual residential service from the public water supply mains.”

While the Ten States Standards provides that an individual booster pump should not be used for individual residential service, the Commission has not specifically adopted the Ten States Standards in its regulations or otherwise expressly promulgated a regulation requiring that it be followed. Neither KRS Chapter 318 or the State Plumbing Code (815 KAR Chapter 20) expressly prohibits the use of individual booster pumps. The State Plumbing Code generally governs the water supply piping and equipment located beyond a water utility's delivery point. The International Plumbing Code (“IPC”) requires booster pumps in areas with inadequate pressure. IPC Section 604.7. The IPC has also established standards for installation of booster pumps in Section 606.5. There are conditions under which individual booster pumps can be installed without compromising public health and safety. Several states require compliance with both the Ten States Standards and the IPC. The intent of the Ten States Standards is to protect public health and safety by maintaining system pressures above 20 psi under all operating conditions and preventing cross connections which result in the introduction of contaminants into the distribution system. The intent of the International Plumbing Code is the same but provides standards for a safe installation rather than a prohibition.

The use of individual booster pumps to a limited number of customers experiencing low pressure service can be a more cost-effective and efficient means to deliver safe and reliable service to Green River Valley Water District's customers.

GREEN RIVER VALLEY WATER DISTRICT

**Response to Commission Staff's First Request for Information
Case No. 2020-00026**

Question No. 9

Responding Witness: David Paige

- Q-9. Provide the name and address of all Green River Valley District customers whose water pressure does not meet the required 30 psig as established by 807 KAR 5:066, Section 5.**
- A-9. The names and addresses of Green River Valley Water District customers who do not currently have water pressure at 30 psig are:

Stuart I. Gross, Sr.
2931 Baumgardner Road
Bonnieville, KY 42713

John McBride
1114 Bunnell Crossing Road
Munfordville, KY 42765

Tracy Kay Sanders
1134 Bunnell Crossing Road
Munfordville, KY 42765

Marcia Turpin
1150 Bunnell Crossing Road
Munfordville, KY 42765

Angela Logsdon
1165 Bunnell Crossing Road
Munfordville, KY 42765

Marshall Highbaugh
1896 Bolton School Road
Bonnieville, KY 42713