

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

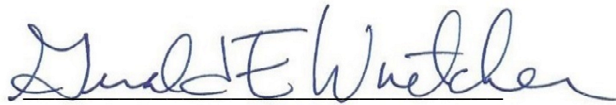
ELECTRONIC TARIFF FILING OF HYDEN-) CASE NO. 2021-00071
LESLIE COUNTY WATER DISTRICT)

RESPONSE OF HYDEN-LESLIE COUNTY WATER DISTRICT
TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Hyden-Leslie County Water District submits its Response to Commission Staff's First Request for Information.

Dated: April 2, 2021

Respectfully submitted,

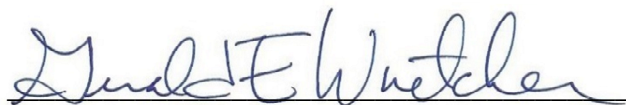


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CERTIFICATE OF SERVICE

In accordance with 807 KAR 5:001, Section 8, I certify that Hyden-Leslie County 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 April 2, 2021; 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 Hyden-Leslie County Water District

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC TARIFF FILING OF HYDEN-) CASE NO. 2021-00071
LESLIE COUNTY WATER DISTRICT)


RESPONSE OF
HYDEN-LESLIE COUNTY WATER DISTRICT
TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

FILED: April 2, 2021

VERIFICATION

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF LESLIE)

The undersigned, L.J. Turner, being duly sworn, deposes and states that he is the General Manager of Hyden-Leslie County Water District and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.



L.J. Turner
General Manager
Hyden-Leslie County Water District

Subscribed and sworn to before me, a Notary Public in and before said County and State,
this 2nd day of April 2021.



Alyssa Bowling
Notary Public

My Commission Expires: 4-6-22

Notary ID: 598834

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 1

Responding Witness: L.J. Turner

- Q-1. Refer to Sheet No. 1.1 of the proposed tariff, which lists Hyden-Leslie District's nonrecurring charges. Explain the circumstances under which the Connection/Turn-On Charge of \$10.44 will be charged.**
- A-1. A turn-on charge will be assessed for a new service turn on, seasonal turn on, or temporary service. It will not be assessed for initial installation of service in cases in which a tap fee is applicable.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 2

Responding Witness: L.J. Turner

- Q-2. Refer to Sheet No. 1.1 of the proposed tariff, which lists Hyden-Leslie District's nonrecurring charges. Also, refer to Sheet No. 13 of the proposed tariff, subsection (c), Reconnection Charge. Confirm that the reconnection charges of \$10.44 (Regular Hours) and \$53.62 (After Hours) will cover the cost of both disconnecting and reconnecting service.**
- A-2. No charge is assessed for disconnecting service. The reconnection charge is solely for reconnection costs.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 3

Responding Witness: L.J. Turner

Q-3. Refer to Sheet No. 5 of the proposed tariff, subsection (h), regarding payments deposited in the night deposit box. Explain why payments made in response to a termination of service notice will not be considered as received on the previous business day.

A-3. The section was intended to eliminate the possibility that a customer whose service was terminated for nonpayment would make the required payment after service had been terminated and assert that payment had been timely and its service wrongfully terminated.

Hyden-Leslie District proposes to amend Section 4h to read:

The District maintains a night deposit box for the convenience of Customers and retrieves the deposited payments at the start of each business day. Payments deposited in the night deposit box will be considered as received **on the business day the District retrieves them.**

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 4

Responding Witness: L.J. Turner

- Q-4. Refer to Sheet No. 5 of the proposed tariff, subsection (i), regarding payments made by credit or debit card.**
- a. Explain whether the convenience fee goes directly to the card processing company or whether Hyden-Leslie District collects the convenience fee and remits it to the card processing company.**
 - b. Confirm that Hyden-Leslie District no longer charges the late payment charge referenced in this subsection.**
- A-4.
- a. Hyden-Leslie District does not assess the convenience fee. The credit card processor assesses the fee directly from the customer. Hyden-Leslie District is not involved in the credit card processor's collection process.
 - b. Hyden-Leslie District no longer assesses a late payment charge. The reference to late payment fee on Sheet No. 5 should be deleted.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 5

Responding Witness: L.J. Turner

- Q-5. Refer to Sheet No. 13 of the proposed tariff, subsection (d), regarding the imputed liability of adults residing with customer.**
- a. Explain why any other adult residing with the customer of record should be liable for payment of services rendered to the customer of record's residence.**
 - b. Explain how Hyden-Leslie District will document the identities of adults residing with the customer of record.**
 - c. Explain whether Hyden-Leslie District will impute liability to such an individual for only the period in which that individual resided with the customer of record or for some other period.**
 - d. If Hyden-Leslie District will impute liability to such an individual only for the period in which the individual resided with the customer of record, state how Hyden-Leslie District will determine whether a given individual resided with the customer of record and for how long that residency lasted in order to impute liability only for services rendered while such an individual was in residence.**
- A-5. a.** An adult residing with the customer of record receives the benefit of water service provide to the customer and therefore shares some responsibility for payment of the service receive.

This provision is intended to address those situations in which the service of a customer of record is terminated for nonpayment and another adult member of the same household subsequently applies for water service. Without the proposed provision, Hyden-Leslie District may not withhold water service to the same household to obtain payment of the prior debt for service received.

The Commission has previously applied and permitted the refusal of service to applicant based upon the applicant being the member of the household of a delinquent customer or acting as an agent for the delinquent customer. *See, e.g., Walter and Goldie Callihan v. Grayson RECC*, Case No. 10233 (Ky. PSC May 11, 1989); *Gerry and Sheila Litchfield v. Louisville Gas and Electric Company*, Case No. 2005-00070 (Ky. PSC Mar. 16, 2005).

As a result of Commission Staff's inquiry, Hyden-Leslie District proposes to revise subsection d as follows:

Imputed Liability of Adults Residing with Customer. Applicant/Customer and all members of Applicant/Customer's family who are 18 years or older, reside at the Applicant/Customer's premises, and directly benefit from the provision of water service to that premise are jointly and severally liable for payment of services rendered to that location while they reside there. Should a delinquency in payment for water service to the premises occur, each member of the household who is 18 years or older when the water service was rendered **and the delinquency for such service arose** is responsible for the delinquency and is indebted to the District for the delinquency. The District may deny any application or request for water service from **any of** those persons until such indebtedness is paid **if the original Applicant/Customer under whose name service was originally provided is a member of the household of the person subsequently requesting water service.**

This section allows Hyden-Leslie District to refuse service to an adult member of the household under limited conditions and does not increase the range of persons against whom it may bring legal action to collect any outstanding debt.

- b. The proposed application form requires a prospective customer to list the adult members of the household to be served. Additional information may be obtained from Hyden-Leslie District employees who are in contact with customer's household in the course of performing their job duties. Hyden-Leslie District may also review publicly available documents and information and interview persons with knowledge of the household.

Hyden-Leslie District recognizes that it bears the burden of demonstrating that the conditions for refusing service exist and should not deny service to any applicant for service under this section unless it can meet this burden. Before denying service based upon an imputed delinquency, it will carefully evaluate whether it has sufficient evidence to meet this burden.

- c. See response to Question 5a. Liability is imputed only for the period in which the adult household member resided with the customer of record and the delinquency occurred. Moreover, this liability may serve as a basis for denying service to the adult household member if the customer of record who incurred the delinquency is a member of the household for which service is requested.
- d. See responses to Questions 5a – 5c.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 6

Responding Witness: L.J. Turner

- Q-6. Reconcile the apparent contradiction of the language in Sheet No. 13, subsection (d) of the proposed tariff with the language in Sheet No. 3, Section 3, subsection (c), which states that a customer contracting for water service with Hyden-Leslie District is responsible for payment of all water service furnished to the premises until such time as the customer properly notifies Hyden-Leslie District to discontinue service for the account.**
- A-6. Hyden-Leslie District does not see any contradiction in the two sections. Section 3c merely restates the customer's obligations that are found in 807 KAR 5:006, Section 13 and in Section 9a of the proposed tariff. Section 9d does not alter the Applicant/Customer's responsibility to pay for water service provided to his or her premises. He or she remains responsible for the unpaid amount. It reinforces the Applicant/Customer's responsibility by preventing him or her from evading his or her obligations by refusing to pay for service provided and then having another household member apply for service. In this regard, it is consistent with Section 3f of the proposed tariff that provides: "The District may refuse service to a Customer with an outstanding, unpaid balance due until the Customer pays the balance due."

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 7

Responding Witness: L.J. Turner

- Q-7. Refer to Sheet No. 23 of the proposed tariff, subsection (e), which states that customers may allocate amounts billed to others provided the sum of the allocations does not exceed the total amount billed.**
- a. Explain under what circumstances this provision is used and whether Hyden-Leslie District monitors the allocations.**
 - b. If Hyden-Leslie District does not monitor the allocations, given the Commission's recent denial of similar language in Case No. 2018-00261 [footnote omitted], explain why this language should remain in the tariff.**

- A-7. a. The proposed provision is intended to provide guidance to customers as to what is and is not permissible under the proposed tariff. The provision is similar to guidance that has been provided in Commission Staff opinions. *See* Letter from Beth O'Donnell, Executive Director, Public Service Commission, to Harry Apostolos, Guardian Water and Power (Oct. 13, 2004); Beth O'Donnell, Executive Director, Public Service Commission, to Marc Trietler, Viterra Energy Services Inc. (Oct. 14, 2004); PSC Staff Opinion 2015-009 (June 1, 2015). *See also Procedures Sales of Electricity for Resale*, 85 PUR 3d 107 (Fla. P.S.C. 1970)

Hyden-Leslie District does not presently monitor billing allocations as its present tariff does not contain a prohibition against resale. Hyden-Leslie District does not intend to aggressively seek out customers who may be allocating the cost of their water purchases. It believes such activity is very limited, primarily to duplexes served through one water meter and a handful of apartment buildings. However, if a complaint regarding resale is received or Hyden-Leslie District otherwise discovers a possible violation of its regulations and conditions of service, it will investigate and determine if a violation has occurred. If a violation is found, it will enforce its regulations. While the proposed rule is intended to protect the public and Hyden-Leslie District, devoting significant resources to its enforcement appears to be an unwise use of the District's resources, especially in light of the other challenges that the District faces.

- b. The proposed provision is intended to provide guidance to customers as to what is and is not permissible under the proposed tariff. Eliminating this guidance from the proposed tariff will not alter the definition of "resale" that has existed for more than 50 years and which the Commission has apparently followed for at least two decades. It will simply make it less likely for members of the public to quickly

ascertain the definition of “resale” and possibly lead to unnecessary public complaints to the Commission.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 8

Responding Witness: L.J. Turner

- Q-8. Refer to Sheet No. 26 of the proposed tariff, which contains the bill format. Confirm that Hyden-Leslie District no longer charges the ten percent late payment penalty listed on the bill format.**
- A-8. Hyden-Leslie District no longer assesses a late payment penalty. When purchasing billing cards, Hyde-Leslie District purchases a six-month supply. It currently uses the format contained in the proposed tariff. Once the current supply is exhausted, Hyden-Leslie District will use a redesigned format that does not refer to a late payment penalty. When a supply of the redesigned format is purchased and placed into use, Hyden-Leslie District will revise its tariff to reflect the new bill format design.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 9

Responding Witness: L.J. Turner

Q-9. Refer to the Water User Agreement for New Service Installations.

- a. Explain whether a customer is required to provide the name of their spouse to receive service. If so, explain why Hyden-Leslie District needs the name of the spouse.**
- b. Explain what is meant by the following statement that appears on page one of the agreement: "The District does not guarantee water service will be made available to the User." Provide a list of all conditions or circumstances under which Hyden-Leslie District would not make water service available to an applicant for new service.**

- A-9.
- a. Section 3a of the proposed tariff requires an applicant for service to complete the service agreement. One of the requested items is the name of the Applicant's spouse. Providing the spouse's name will enable Hyden-Leslie District to identify one of the members of the household to be served. If non-payment for service to the location occurs, the information is necessary to invoke the District's rights under Section 9d. Please note that a spouse is legally liable for "necessaries" furnished to the other spouse. *See* KRS 404.040.
 - b. The submission of an application does not create an obligation for Hyden-Leslie District to provide water service. Hyden-Leslie District must review the application and inspect the proposed location for a service connection to determine if all conditions set forth in its tariff have been met. The conditions under which Hyden-Leslie District would refuse to provide service are set forth in the proposed tariff.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 10

Responding Witness: L.J. Turner

- Q-10. Refer to the Water User Agreement for All Users. Explain whether a customer is required to provide the following information to receive service, and if so, explain why Hyden-Leslie District needs this information:**
- a. Marital Status.**
 - b. Maiden Name.**
 - c. Spouse Name.**
 - d. How many residing in home.**
 - e. Driver's License Number.**
 - f. Names of household members.**
- A-10. Section 3a of the proposed tariff requires an applicant for service is required to complete the service agreement. The service agreement requests the listed information.**
- a. The information is needed to determine whether married couples who have past due bills for residential service under one spouse's name are attempting to re-establish service under the other spouse's name.
 - b. The information is needed to determine whether married couples who have past due bills for residential service under one spouse's name are attempting to re-establish service under the other spouse's name.
 - c. The information is needed to determine whether married couples who have past due bills for residential service under one spouse's name are attempting to re-establish service under the other spouse's name.
 - d. The information is needed to determine whether there are other household members who have past due bills for residential service and are attempting to re-establish service under the applicant's name.
 - e. If the applicant fails to pay his or her bills for service, this information is necessary to ensure proper identification of the applicant when actions to collect the delinquent bill are taken.

- f. The information is needed to determine whether there are other household members who have past due bills for residential service and are attempting to re-establish service under the applicant's name.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 11

Responding Witness: L.J. Turner

- Q-11. Refer to Sheet No. 17 of the proposed tariff, subsection (j). Explain how Hyden-Leslie District would apply this regulation to a request for a new service at a location within Hyden-Leslie District's service territory at a point where Hyden-Leslie District is unable to deliver a minimum pressure of 30 psi. Include the actions Hyden-Leslie District would take in this circumstance and any options Hyden-Leslie District would present to the customer requesting new service.**
- A-11. If Hyden-Leslie District is unable to provide water service at 30 pounds per square inch at the customer meter, it would not provide service. 807 KAR 5:066 requires the provision of service at no less than 30 psi. Any attempt to provide service at a lower level would be in violation of Commission regulations. Hyden-Leslie would investigate if any reasonable option existed that would permit service at the minimum level.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 12

Responding Witness: L.J. Turner

Q-12. Provide copies of all customer complaints of low water pressure received by Hyden-Leslie District for the past 36 months. If an investigation was conducted by Hyden-Leslie District in relation to the complaint, provide a copy of all documentation in relation to the investigation, including Hyden-Leslie District's findings in the investigation.

A-12. See Attachment to this Response.

Monday, March 29, 2021
3:55:24PM

Work order #23

Completed

Hyden-Leslie County Water

Start Time: 14:38PM End Time: 14:44PM Mileage: _____ Reading: _____
Requested By: [REDACTED] Date Issued: 8/28/19 To be Completed by: 0:00AM
Assigned By: [REDACTED] Date Completed: 8/29/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: High pressure at meter. Says we have 160 lbs. at meter. Check pressure & let them know if they need to replace their PRV

Account #:	[REDACTED]	[REDACTED]	Phone:	[REDACTED]
Meter #:	34167858	[REDACTED]		
Route #:	20	Seq #: 157500		
Last Reading	6320		badger-99.3	100.1 100.3
Prev Reading	6311	Last Usage: 900		
Date Last Read	2/26/21	Last Check	2/12/14	ld Acct Number B055-100
12/23/20	2,500	3/30/20	100	6/24/20 1,500 9/30/20 10,200
1/27/21	1,700	4/27/20	400	7/24/20 2,500 10/27/20 900
2/25/20	0	5/29/20	800	8/26/20 2,800 11/30/20 0

Changed the PRV inside of meter box
Customer was satisfied

Monday, March 29, 2021
3:57:25PM

Work order #25

Completed

Hyden-Leslie County Water

Start Time: 10:03AM End Time: 10:47AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 8/29/19 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 9/11/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Very low pressure, black stuff coming out of his facuets, toilet, etc.
Wants pressure checked & see if its possible that maybe the meter is
clogged up some way

Account #: **2,141** _____ Phone: _____
Meter #: **17763059** _____
Route #: **17** Seq #: **146850**
Last Reading **9071** Badger-99.6 100.5 99.2
Prev Reading **9038** Last Usage: **3300**
Date Last Read **2/26/21** Last Check **10/10/02** Id Acct Number **G044-000**

12/30/20	2,300	3/30/20	2,700	6/26/20	2,400	9/30/20	1,800
1/26/21	2,300	4/27/20	1,600	7/28/20	3,600	10/28/20	2,200
2/26/20	3,200	5/28/20	2,200	8/25/20	2,200	11/30/20	2,200

No PRV inside of box. Waster is clear. 172 PSI at meter
good pressure. Customer PRV is going bad

Monday, March 29, 2021
3:58:03PM

Work order #37

Completed

Hyden-Leslie County Water

Start Time: 10:24AM End Time: 10:39AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 9/4/19 To be Completed by: 0:00AM

Assigned By: _____ Date Completed: 9/5/2019 By: _____

Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Customer has extremely low pressure

Account #: **1,210** _____ Phone: _____

Meter #: **48969073** _____

Route #: **7** Seq #: **51150**

Last Reading **1524** Badger-99.2 100.4 99.5

Prev Reading **1509** Last Usage: **1500**

Date Last Read **2/26/21** Last Check **3/3/17** Id Acct Number **W274-555**

12/28/20	2,100	3/30/20	2,300	6/25/20	2,100	9/29/20	2,200
1/22/21	1,800	4/24/20	1,900	7/28/20	2,400	10/26/20	2,000
2/26/20	2,100	5/27/20	2,200	8/27/20	2,700	11/25/20	2,100

Water CO. changed there PRV, was putting out 150 PSI
Customer was told to change their PRV too

Monday, March 29, 2021
3:58:28PM

Work order #77

Completed

Hyden-Leslie County Water

Start Time: 9:27AM End Time: 9:47AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 9/12/19 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 9/17/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Customer has very low pressure

Account #: **1,142** _____ Phone: _____
Meter #: **18124467** _____
Route #: **20** _____
Last Reading **5346** Seq #: **162950** Badger-99.3 100.5 99.7
Prev Reading **5324** Last Usage: **2200**
Date Last Read **2/26/21** Last Check **6/11/03** Id Acct Number **B109-000**

12/23/20	1,600	3/30/20	2,000	6/24/20	3,500	9/30/20	3,000
1/27/21	1,600	4/27/20	1,800	7/24/20	2,600	10/27/20	1,800
2/25/20	1,700	5/29/20	2,300	8/26/20	2,400	11/30/20	2,000

Pressure check showed 160 PSI at the meter
Customer was notified

Monday, March 29, 2021
3:58:54PM

Work order #121

Completed

Hyden-Leslie County Water

Start Time: 10:07AM End Time: 10:10AM Mileage: _____ Reading: _____

Requested By: [REDACTED] Date Issued: 9/25/19 To be Completed by: 0:00AM

Assigned By: [REDACTED] Date Completed: 9/25/2019 By: _____

Assigned To:

Workorder Type Low Pressure

Workorder Notes: Has low pressure. Please check at meter

Account #: 143 [REDACTED] Phone: [REDACTED]

Meter #: 36392715 [REDACTED]

Route #: 4 Seq #: 19800

Last Reading 4113 Last Usage: 1200 Badger-99.1 101.0 99.9

Prev Reading 4101
Date Last Read 2/26/21 Last Check 1/10/18 Id Acct Number H248-000

12/28/20	900	3/31/20	1,400	6/29/20	2,900	9/30/20	1,000
1/25/21	1,100	4/27/20	1,600	7/29/20	7,900	10/28/20	800
2/27/20	1,500	5/27/20	2,300	8/31/20	2,100	11/25/20	1,600

Customer found a water hose running
Called to cancel work order

Monday, March 29, 2021
3:59:31PM

Work order #131

Completed

Hyden-Leslie County Water

Start Time: 10:00AM End Time: 10:10AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 10/3/19 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 10/4/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Says she has very low pressure. Check meter & let her know what she Needs to do

Account #:	231	[Redacted]	Phone:	[Redacted]			
Meter #:	92854530	[Redacted]					
Route #:	5	Seq #: 31800					
Last Reading	11160		Badger-99.6	100.3	99.7		
Prev Reading	11145	Last Usage: 1500					
Date Last Read	2/26/21	Last Check	3/10/09	Id Acct Number	W046-000		
12/28/20	1,900	3/30/20	2,000	6/25/20	1,500	9/29/20	1,300
1/22/21	1,500	4/24/20	900	7/28/20	1,400	10/26/20	1,300
2/26/20	1,500	5/27/20	1,700	8/27/20	2,000	11/25/20	1,300

Good pressure at the meter. Customer was told to replace her PRV

Monday, March 29, 2021
4:00:26PM

Work order #155

Completed

Hyden-Leslie County Water

Start Time: 9:32AM End Time: 9:36AM Mileage: _____ Reading: _____
 Requested By: _____ Date Issued: 10/11/19 To be Completed by: 0:00AM
 Assigned By: _____ Date Completed: 10/14/2019 By: _____
 Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Customer says they have around 25 lbs of pressure, please check
There are 60 PSI at the meter. Customer was told

Account #: **3,685** _____ Phone: _____
 Meter #: **44894520** _____
 Route #: **29** Seq #: **185005**
 Last Reading **4958** Badger-99.1 99.8 99.5
 Prev Reading **4905** Last Usage: **5300**
 Date Last Read **2/25/21** Id Acct Number **K009-000**

12/28/20	5,800	3/31/20	5,300	6/26/20	23,500	9/28/20	4,300
1/27/21	6,200	4/28/20	5,000	7/29/20	7,200	10/28/20	6,000
2/25/20	6,300	5/29/20	5,700	8/27/20	5,100	11/24/20	6,500

Work order #166

Completed

Hyden-Leslie County Water

Start Time: 10:32AM End Time: 10:36AM Mileage: _____ Reading: _____

Requested By: LJT Date Issued: 10/17/19 To be Completed by: 0:00AM

Assigned By: _____ Date Completed: 10/18/2019 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Check Pressure

Account #: 1,897 [REDACTED] Phone: [REDACTED]

Meter #: 45289114 [REDACTED]

Route #: 9 Seq #: 71400

Last Reading 969 Badger-99.2 100.5 98.9

Prev Reading 963 Last Usage: 600

Date Last Read 2/25/21 Last Check 9/9/14 Id Acct Number C401-065

12/28/20	400	3/31/20	900	6/26/20	800	9/28/20	800
1/27/21	500	4/28/20	700	7/29/20	1,200	10/28/20	600
2/25/20	500	5/29/20	800	8/27/20	900	11/24/20	500

There are 105 PSI at the meter

Customer was told

Monday, March 29, 2021
4:02:40PM

Work order #167

Completed

Hyden-Leslie County Water

Start Time: 10:48AM End Time: 10:54AM Mileage: _____ Reading: _____

Requested By: [REDACTED] Date Issued: 10/17/19 To be Completed by: 0:00AM

Assigned By: _____ Date Completed: 10/18/2019 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Check Pressure

Account #: 3,467 [REDACTED] Phone: [REDACTED]

Meter #: 34167838 [REDACTED]

Route #: 9 Seq #: 70000

Last Reading 2160 Badger-99.2 100.6 99.8

Prev Reading 2145 Last Usage: 1500

Date Last Read 2/25/21 Last Check 1/10/12 Id Acct Number C386-060

12/28/20	1,100	3/31/20	2,700	6/26/20	1,500	9/28/20	1,900
1/27/21	1,600	4/28/20	1,000	7/29/20	1,900	10/28/20	3,300
2/25/20	1,500	5/29/20	1,800	8/27/20	1,400	11/24/20	1,400

There are 120 PSI at meter

Monday, March 29, 2021
4:03:07PM

Work order #173

Completed

Hyden-Leslie County Water

Start Time: 11:00AM End Time: 11:20AM Mileage: _____ Reading: _____
Requested By: Freda Date Issued: 10/23/19 To be Completed by: 0:00AM
Assigned By: Alyssa Date Completed: 10/25/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Extremely low pressure - check meter
I told her she may have a bad PRV we need
to let them know what we find

Account #:	1,477	[REDACTED]	Phone:	[REDACTED]
Meter #:	49033809	[REDACTED]		
Route #:	7	Seq #: 51200		
Last Reading	3249		Badger-99.6 99.8 99.5	
Prev Reading	3196	Last Usage: 5300		
Date Last Read	2/26/21	Last Check	3/15/17	Id Acct Number W274-560
12/28/20	4,000	3/30/20	6,200	6/25/20 7,900 9/29/20 5,200
1/22/21	3,700	4/24/20	8,300	7/28/20 6,400 10/26/20 3,700
2/26/20	6,900	5/27/20	7,200	8/27/20 7,300 11/25/20 3,100

Pressure is good at meter. Customer was told to change their PRV

Monday, March 29, 2021
4:03:52PM

Work order #177

Completed

Hyden-Leslie County Water

Start Time: 13:00PM End Time: 13:30PM Mileage: _____ Reading: _____
Requested By: [REDACTED] Date Issued: 10/24/19 To be Completed by: 0:00AM
Assigned By: [REDACTED] Date Completed: 10/24/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Very low pressure. Please check meter. Her pressure changed after the adjustments were made on the pump station.

Account #:	112	[REDACTED]	Phone:	[REDACTED]
Meter #:	32022995	[REDACTED]		
Route #:	3	Seq #: 16450		
Last Reading	0		99.7 101.5 99.4	
Prev Reading	.9	Last Usage: 900		
Date Last Read	2/25/21	Last Check	3/11/21	ld Acct Number H192-000
12/23/20	0	3/31/20	1,800	6/30/20 4,600 9/28/20 1,400
1/26/21	2,600	4/28/20	2,600	7/29/20 1,500 10/22/20 2,200
2/27/20	1,900	5/28/20	1,700	8/31/20 1,800 11/30/20 1,100

Customer had plumbing issue. Pressure at meter was good
Supply line in her bathroom wasn't turned on all the way

Monday, March 29, 2021
4:04:17PM

Work order #361

Completed

Hyden-Leslie County Water

Start Time: 15:20PM End Time: 15:45PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 11/19/19 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 11/25/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Customer has had very low pressure for 4 days.. Please check

Account #:	2,167	Phone:	_____
Meter #:	13175955		
Route #:	22	Seq #:	167000
Last Reading	1734	Hersey-99.9	100.2 100.1
Prev Reading	1712	Last Usage:	2200
Date Last Read	2/26/21	Last Check	4/8/15
		ld Acct Number	U045-000
12/30/20	4,000	3/30/20	3,100
1/26/21	13,900	4/27/20	3,200
2/26/20	3,800	5/28/20	4,200
		6/26/20	3,300
		7/28/20	3,200
		8/25/20	3,100
		9/30/20	2,100
		10/28/20	2,100
		11/30/20	1,900

No PRV inside of box
customer PRV is going bad. 145 psi at meter

Hyden-Leslie County Water

Work order #375

Completed

Hyden-Leslie County Water

Start Time: 17:20PM End Time: 17:20PM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 11/27/19 To be Completed by: _____ 0:00AM

Assigned By: _____ Date Completed: 11/27/2019 By: _____

Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Check pressure at her meter

Account #: **1,923** _____ Phone: _____

Meter #: **44716706** _____

Route #: **10** Seq #: **74650**

Last Reading **2395** Last Usage: **3300** New-99.2 100.4 100.4

Prev Reading **2362**

Date Last Read **2/25/21** Last Check **9/9/14** Id Acct Number **W351-020**

12/23/20	2,400	3/31/20	2,900	6/29/20	2,200	9/30/20	2,600
1/27/21	2,400	4/24/20	2,700	7/29/20	1,500	10/26/20	1,900
2/26/20	2,100	5/28/20	2,600	8/27/20	3,500	11/25/20	2,400

Customer screen on faucet was stopped up

Monday, March 29, 2021
4:06:45PM

Work order #378

Completed

Hyden-Leslie County Water

Start Time: 10:53AM End Time: 11:09AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 12/2/19 To be Completed by: 0:00AM

Assigned By: [Redacted] Date Completed: 12/4/2019 By: _____

Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Very low pressure - not even enough to shower in
Please check pressure at meter & let them know

Account #: **4,082** [Redacted] Phone: [Redacted]

Meter #: **36360844** [Redacted]

Route #: **9** Seq #: **72060**

Last Reading **3523** 98.8 100.8 99.7

Prev Reading **3494** Last Usage: **2900**

Date Last Read **2/25/21** Id Acct Number **C411-035**

12/28/20	2,100	3/31/20	2,600	6/26/20	1,400	9/28/20	2,300
1/27/21	2,600	4/28/20	1,800	7/29/20	3,600	10/28/20	2,200
2/25/20	2,200	5/29/20	1,900	8/27/20	2,100	11/24/20	2,700

50 PSI after PRV, Good flow

Customer was told to change thier PRV

Work order #385

Completed

Hyden-Leslie County Water

Start Time: 11:50AM End Time: 11:52AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 12/9/19 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 12/18/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Pressure is up & down. When showering the pressure is almost out. It's been doing this for a while. If his PRV is bad we need to explain this to him. He will be home & we can write notes back & forth with him. He don't know what to do.

Account #:	1,770	_____	Phone:	_____
Meter #:	34167862	_____		
Route #:	5	Seq #: 28950		
Last Reading	8973		Badger-99.2	101.0 100.1
Prev Reading	8918	Last Usage: 5500		
Date Last Read	2/26/21	Last Check	12/12/12	ld Acct Number W010-170A
12/28/20	4,800	3/30/20	6,100	6/25/20 9,300 9/29/20 3,800
1/22/21	4,500	4/24/20	5,000	7/28/20 5,100 10/26/20 2,900
2/26/20	4,500	5/27/20	6,100	8/27/20 5,100 11/25/20 4,500

The issue is due to water co. pump kicking on & off.
The Company is aware of this issue & plan on resolving the issue

Monday, March 29, 2021
4:09:04PM

Work order #398

Completed

Hyden-Leslie County Water

Start Time: 9:55AM End Time: 10:00AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 12/17/19 To be Completed by: 0:00AM

Assigned By: _____ Date Completed: 12/18/2019 By: _____

Assigned To:

Workorder Type **Low Pressure**

Workorder Notes: Everybody in the area has extremely low pressure

Account #: **1,892** _____ Phone: _____

Meter #: **13176070** _____

Route #: **8** Seq #: **60600**

Last Reading **2793** Badger-99.8 100.3 99.8

Prev Reading **2728** Last Usage: **6500**

Date Last Read **2/25/21** Last Check **11/12/13** Id Acct Number **C179-000**

12/23/20	2,600	3/31/20	6,000	6/30/20	4,400	9/28/20	1,400
1/26/21	6,200	4/28/20	2,500	7/29/20	3,600	10/23/20	1,200
2/27/20	2,400	5/28/20	5,000	8/31/20	2,200	11/30/20	2,100

Good pressure. No PRV

Customer was made aware of the findings

Monday, March 29, 2021
4:09:34PM

Work order #402

Completed

Hyden-Leslie County Water

Start Time: 9:29AM End Time: 9:30AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 12/23/19 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 10/23/2019 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Says he has no pressure. He has turned his PRV up to allow more pressure but it hasn't helped.

Account #: 4,101 _____ Phone: _____
Meter #: 50662758 _____
Route #: 20 Seq #: 162309
Last Reading 1401 Last Usage: 1500
Prev Reading 1386
Date Last Read 2/26/21 Last Check 2/12/20 Id Acct Number B092-518

12/23/20	1,200	3/30/20	1,200	6/24/20	1,200	9/30/20	1,500
1/27/21	1,200	4/27/20	1,100	7/24/20	1,100	10/27/20	800
2/25/20	1,100	5/29/20	1,200	8/26/20	1,200	11/30/20	1,300

Took out PRV at meter & customer said it made it somewhat better. Customer is elvated but water co has required amount of pressure at meter.

Monday, March 29, 2021
4:10:14PM

Work order #406

Completed

Hyden-Leslie County Water

Start Time: 16:04PM End Time: 16:05PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 12/30/19 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 12/30/2019 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Extremely low pressure. Please check

Account #: 721 [REDACTED]
Meter #: 72705545 [REDACTED]
Route #: 16 [REDACTED]
Last Reading 6528 Seq #: 138450
Prev Reading 6475 Last Usage: 5300
Date Last Read 2/24/21 Last Check

Phone: [REDACTED]

8/6/19 Id Acct Number S298-000

12/30/20	4,900	3/31/20	6,000	6/25/20	6,200	9/28/20	5,700
1/22/21	5,100	4/28/20	6,400	7/24/20	6,400	10/26/20	5,600
2/26/20	4,300	5/27/20	6,300	8/27/20	6,800	11/23/20	5,000

customer has 160 psi with good flow. Checked by E.B.
Customer was told of the findings

Monday, March 29, 2021
4:11:27PM

Work order #543

Completed

Hyden-Leslie County Water

Start Time: 9:29AM End Time: 9:29AM Mileage: _____ Reading: _____
Requested By: [Redacted] Date Issued: 11/22/19 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 1/10/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Customer has no pressure
Customer PRV was bad. This was checked by C.R.
Customer was told what to do

Account #: 1,813 [Redacted]
Meter #: 17501888 [Redacted]
Route #: 8 Seq #: 57950 Badger-99.6 100.9 99.6
Last Reading 13885 Last Usage: 4100
Prev Reading 13844
Date Last Read 2/25/21 Last Check 12/11/03 Id Acct Number C105-000

12/23/20	3,300	3/31/20	4,600	6/30/20	5,000	9/28/20	4,100
1/26/21	4,400	4/28/20	9,300	7/29/20	5,000	10/23/20	4,200
2/27/20	4,900	5/28/20	300	8/31/20	5,300	11/30/20	4,200

Monday, March 29, 2021
4:11:59PM

Work order #549

Completed

Hyden-Leslie County Water

Start Time: 14:05PM End Time: 14:05PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 1/13/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 1/13/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Very low pressure - I told them it might be there PRV
We need to make sure

Account #:	1,282	Phone:	_____
Meter #:	48555793		
Route #:	14	Seq #:	112910
Last Reading	1437	Badger-99.5	101.0 100.5
Prev Reading	1398	Last Usage:	3900
Date Last Read	3/1/21	Last Check	9/13/16
		ld Acct Number	S040-525

12/29/20	2,700	3/26/20	3,000	6/25/20	3,300	9/29/20	3,000
1/25/21	2,700	4/28/20	2,000	7/27/20	4,100	10/29/20	900
2/24/20	2,600	5/28/20	1,800	8/28/20	2,400	11/30/20	2,600

Pressure at meter was good 105
Called customer to let them know

Monday, March 29, 2021
4:13:06PM

Work order #569

Completed

Hyden-Leslie County Water

Start Time: 9:04AM End Time: 9:04AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 1/28/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 1/29/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: check volume

Account #: **1,258** ~~XXXXXXXXXX~~
Meter #: **93674486** ~~XXXXXXXXXX~~
Route #: **2** Seq #: **13100**
Last Reading **11040**
Prev Reading **11010** Last Usage: **3000**
Date Last Read **2/25/21**

Phone: ~~XXXXXXXXXX~~

ld Acct Number H151-745

12/22/20	1,700	3/26/20	2,200	6/25/20	2,000	9/25/20	2,200
1/27/21	1,400	4/23/20	2,000	7/27/20	2,000	10/29/20	1,500
2/26/20	2,000	5/28/20	2,300	8/31/20	2,400	11/25/20	2,300

customer says it was her prv

Monday, March 29, 2021
4:13:57PM

Work order #570

Completed

Hyden-Leslie County Water

Start Time: 9:38AM End Time: 9:38AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 1/29/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 1/28/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: low pressure please check at tmeter

Account #: **3,917** [REDACTED] Phone: [REDACTED]
Meter #: **34734557** [REDACTED]
Route #: **17** [REDACTED]
Last Reading **1694** Seq #: **147052** Hersey-99.4 100.8 99.8
Prev Reading **1675** Last Usage: **1900**
Date Last Read **2/26/21** Id Acct Number **G048-060**

12/30/20	1,500	3/30/20	1,800	6/26/20	2,000	9/30/20	2,500
1/26/21	1,700	4/27/20	2,000	7/28/20	3,000	10/28/20	2,200
2/26/20	2,300	5/28/20	2,400	8/25/20	2,600	11/30/20	2,300

pressure was good at meter
customer was made aware of the findings

Monday, March 29, 2021
4:14:32PM

Work order #579

Completed

Hyden-Leslie County Water

Start Time: 34:00PM End Time: 35:00PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 2/4/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 2/4/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: says she has never had good pressure

Account #: 1,546 Badger, Victoria Phone: [REDACTED]
Meter #: 36360871 [REDACTED]
Route #: 6 Seq #: 39300
Last Reading 9248 Badger-98.9 100.6 99.8
Prev Reading 9193 Last Usage: 5500
Date Last Read 2/26/21 Last Check 3/10/10 Id Acct Number W184-000

Date Last Read	Reading	Last Check	Reading	Date	Reading	Date	Reading
12/28/20	6,400	3/31/20	9,300	6/29/20	9,200	9/30/20	7,500
1/25/21	4,900	4/27/20	8,300	7/29/20	10,200	10/28/20	6,200
2/27/20	5,900	5/27/20	7,700	8/31/20	7,400	11/25/20	5,800

changed prv

Monday, March 29, 2021
4:14:59PM

Work order #632

Completed

Hyden-Leslie County Water

Start Time: 10:02PM End Time: 10:01PM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 2/17/20 To be Completed by: 0:00AM

Assigned By: Randy Date Completed: 2/18/2020 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: says he has low pressure

Account #: 3,548 [Redacted] Phone: [Redacted]

Meter #: 47008851 [Redacted]

Route #: 26 Seq #: 182550

Last Reading 1317 Badger-99.0 100.5 99.8

Prev Reading 1308 Last Usage: 900

Date Last Read 2/25/21 Last Check 6/10/15 Id Acct Number T215-000

Date Last Read	Reading	Last Check	Usage	Id	Acct Number	Usage	Reading
12/22/20	700	3/26/20	900	6/25/20	800	9/25/20	800
1/27/21	800	4/23/20	900	7/28/20	1,000	10/29/20	1,100
2/26/20	1,200	5/28/20	1,000	8/31/20	1,000	11/30/20	600

got 60 psi at meter
customer was told of the findings

Monday, March 29, 2021
4:15:45PM

Work order #634

Completed

Hyden-Leslie County Water

Start Time: 9:00AM End Time: 9:10AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 2/18/20 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 2/19/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: says since we moved meter has half the pressure

Account #: 3,671 ~~XXXXXXXXXXXX~~ Phone: ~~XXXXXXXXXX~~
Meter #: 72993909 ~~XXXXXXXXXXXX~~
Route #: 20 Seq #: 157115
Last Reading 3663 Sensus 100.2 100.9 101.6
Prev Reading 3632 Last Usage: 3100
Date Last Read 2/26/21 Last Check 2/11/20 Id Acct Number B054-500

Date Last Read	Reading	Date Last Check	Reading	Date Last Check	Reading	Date Last Check	Reading
12/23/20	2,500	3/30/20	3,700	6/24/20	3,600	9/30/20	3,200
1/27/21	2,800	4/27/20	3,600	7/24/20	2,900	10/27/20	2,100
2/25/20	3,100	5/29/20	2,300	8/26/20	4,300	11/30/20	2,900

50 PSI at meter base
turned it up to 70 PSI
customer has not complained since

Monday, March 29, 2021
4:16:26PM

Work order #660

Completed

Hyden-Leslie County Water

Start Time: 8:56AM End Time: 8:56AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 2/21/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 2/24/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: low pressure at house

Account #: **1,498** ~~Cross, Jeffrey~~
Meter #: **48555719** ~~48555719~~
Route #: **24** Seq #: **170952** Badger-99.3 101.0 100.5
Last Reading **753** Last Usage: **900**
Prev Reading **744**
Date Last Read **2/26/21** Last Check **10/17/16** Id Acct Number **E005-020**

12/29/20	1,100	3/30/20	800	6/29/20	1,100	9/30/20	600
1/28/21	1,200	4/28/20	1,100	7/28/20	500	10/27/20	600
2/27/20	900	5/28/20	700	8/31/20	800	11/24/20	800

PRV was bad

Monday, March 29, 2021
4:16:52PM

Work order #666

Completed

Hyden-Leslie County Water

Start Time: 12:00PM End Time: 12:00PM Mileage: _____ Reading: _____

Requested By: [REDACTED] Date Issued: 2/27/20 To be Completed by: 0:00AM

Assigned By: _____ Date Completed: 2/28/2020 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: has good pressure then it dies down to nothing
check PRV inside of meter box

Account #:	2,568	[REDACTED]	Phone:	[REDACTED]
Meter #:	18124491	[REDACTED]		
Route #:	9	Seq #: 66100		
Last Reading	5165		Badger-99.3	100.5 99.7
Prev Reading	5149	Last Usage: 1600		
Date Last Read	2/25/21	Last Check	1/10/03	ld Acct Number C309-000
12/28/20	1,100	3/31/20	2,300	6/26/20 1,600 9/28/20 800
1/26/21	1,100	4/28/20	2,000	7/29/20 1,700 10/28/20 1,600
2/25/20	1,600	5/29/20	1,500	8/27/20 2,000 11/24/20 1,400

70 psi after prv so nothing wrong.

Monday, March 29, 2021
4:17:36PM

Work order #689

Completed

Hyden-Leslie County Water

Start Time: 20:00PM End Time: 20:00PM Mileage: _____ Reading: _____
Requested By: Eva Date Issued: 3/9/20 To be Completed by: 0:00AM
Assigned By: Date Completed: 3/12/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Has had low pressure for a while. Please check meter to see what's at it. Wanted to know if we could turn the pressure up.

Account #:	2,050	[REDACTED]	Phone:	[REDACTED]
Meter #:	48555821	[REDACTED]		
Route #:	20	Seq #: 157350		
Last Reading	1983		Badger-99.3 101.1 100.7	
Prev Reading	1951	Last Usage: 3200		
Date Last Read	2/26/21	Last Check	7/12/16	Id Acct Number B054-600
12/23/20	3,000	3/30/20	5,000	6/24/20 3,900 9/30/20 4,200
1/27/21	2,800	4/27/20	3,200	7/24/20 2,300 10/27/20 2,800
2/25/20	3,700	5/29/20	2,800	8/26/20 2,600 11/30/20 3,100

Unit # 603 changed the PRV inside of box

Monday, March 29, 2021
4:18:03PM

Work order #702

Completed

Hyden-Leslie County Water

Start Time: 10:38AM End Time: 10:38AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 3/23/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 3/25/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: customer says the water barely comes on and then just quits.

Account #: 3,592 **Phone:** _____
Meter #: 18124348
Route #: 9 **Seq #:** 62400
Last Reading 4792
Prev Reading 4785 **Last Usage:** 700
Date Last Read 2/25/21 **Last Check** 6/12/14 **ld Acct Number** C227-000

12/28/20	1,400	3/31/20	2,900	6/26/20	3,300	9/28/20	1,500
1/26/21	700	4/28/20	1,700	7/29/20	3,100	10/28/20	1,100
2/25/20	2,000	5/29/20	1,700	8/27/20	1,900	11/24/20	1,100

Checked pressure at meter. Good Flow 60 PSI after PRV
Customer was told & advised to call her land lord to
resolve this issue. Its beyond meter on customer side

Monday, March 29, 2021
4:18:37PM

Work order #709

Completed

Hyden-Leslie County Water

Start Time: 13:56PM End Time: 13:56PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 3/24/20 To be Completed by: 0:00AM
Assigned By: Alyssa Date Completed: 3/27/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Very low pressure - please check at meter

Account #:	3,557	[REDACTED]	Phone:	[REDACTED]
Meter #:	73637557	[REDACTED]		
Route #:	10	Seq #: 76565		
Last Reading	2607		Sensus-99.4	99.2 99.2
Prev Reading	2577	Last Usage: 3000		
Date Last Read	2/25/21	Last Check	8/9/12	ld Acct Number W354-110
12/23/20	3,100	3/31/20	2,800	6/29/20 3,900 9/30/20 2,800
1/27/21	2,900	4/24/20	2,600	7/29/20 4,800 10/26/20 3,000
2/26/20	2,700	5/28/20	4,900	8/27/20 3,400 11/25/20 3,100

Pressure at setter is 34 PSI

Monday, March 29, 2021
4:19:48PM

Work order #717

Completed

Hyden-Leslie County Water

Start Time: 14:00PM End Time: 20:00PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 3/30/20 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 3/31/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: No pressure at house

Account #:	293	Phone:	[REDACTED]
Meter #:	29420654		
Route #:	2	Seq #:	14300
Last Reading	8359	Last Usage:	2100
Prev Reading	8338		
Date Last Read	2/25/21	Last Check	11/13/08
		ld Acct Number	H151-882

12/22/20	2,300	3/26/20	2,900	6/25/20	31,400	9/25/20	2,900
1/27/21	2,500	4/23/20	3,000	7/27/20	4,500	10/29/20	2,700
2/26/20	2,300	5/28/20	1,400	8/31/20	3,800	11/25/20	2,900

checked customers meter had 110psi at meter with a good flow.
Called customer & told them

Monday, March 29, 2021
4:20:35PM

Work order #736

Completed

Hyden-Leslie County Water

Start Time: 15:00PM End Time: 20:00PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 4/6/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 4/7/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: customer wants someone to call before we come.

low pressure

Account #:	3,828	[REDACTED]	Phone:	[REDACTED]
Meter #:	48555723	[REDACTED]		
Route #:	9	Seq #: 61858		
Last Reading	406		Badger-99.0	100.9 100.1
Prev Reading	391	Last Usage: 1500		
Date Last Read	2/25/21		Id Acct Number	C212-025
12/28/20	1,600	3/31/20	0	6/26/20 1,500 9/28/20 1,400
1/26/21	1,500	4/28/20	1,600	7/29/20 1,900 10/28/20 1,600
2/25/20	100	5/29/20	2,600	8/27/20 1,400 11/24/20 1,600

Unit #605 turned prv up had 60psi and had a real good flow.

Monday, March 29, 2021
4:21:11PM

Work order #738

Completed

Hyden-Leslie County Water

Start Time: 11:01PM End Time: 13:01PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 4/8/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 4/8/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: comes out good then slowly dies down.

Account #: 2,517 ~~_____~~ Phone: ~~_____~~
Meter #: 71890400 ~~_____~~
Route #: 9 Seq #: 61750
Last Reading 2042 Sensus-100.9 100.3 101.6
Prev Reading 2017 Last Usage: 2500
Date Last Read 2/25/21 Last Check 6/12/12 Id Acct Number C209-000

Date Last Read	Reading	Last Check	Reading	Date Last Read	Reading	Date Last Read	Reading
12/28/20	2,100	3/31/20	1,500	6/26/20	1,300	9/28/20	1,900
1/26/21	1,900	4/28/20	2,000	7/29/20	2,500	10/28/20	2,200
2/25/20	1,700	5/29/20	2,200	8/27/20	2,100	11/24/20	1,900

had 60psi but no flow so unit# 605 changed prv.

Monday, March 29, 2021
4:21:40PM

Work order #741

Completed

Hyden-Leslie County Water

Start Time: 16:00PM End Time: 16:08PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 4/13/20 To be Completed by: 0:00AM
Assigned By: Randy Date Completed: 4/13/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Low pressure

Account #: 1,116 ~~XXXXXXXXXX~~ Phone: ~~XXXXXXXXXX~~
Meter #: 71890462 ~~XXXXXXXXXX~~
Route #: 16 Seq #: 137400
Last Reading 7296 Sensus-100.1 99.9 101.5
Prev Reading 7251 Last Usage: 4500
Date Last Read 2/24/21 Last Check 5/13/11 Id Acct Number S265-050

Date Last Read	Reading	Last Check	Reading	Date Last Read	Reading	Date Last Read	Reading
12/30/20	4,800	3/31/20	6,000	6/25/20	4,500	9/28/20	4,700
1/22/21	4,200	4/28/20	5,100	7/24/20	5,200	10/26/20	4,600
2/26/20	5,600	5/27/20	5,200	8/27/20	6,400	11/23/20	5,700

customer had 120 psi at meter

Monday, March 29, 2021
4:22:23PM

Work order #745

Completed

Hyden-Leslie County Water

Start Time: 15:00PM End Time: 15:00PM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 4/20/20 To be Completed by: _____ 0:00AM

Assigned By: _____ Date Completed: 4/21/2020 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Check pressure at the meter. He has very low pressure

Account #: **1,401** ~~XXXXXXXXXX~~ Anthony Phone: ~~XXXXXXXXXX~~

Meter #: **48555718** ~~XXXXXXXXXX~~

Route #: **9** Seq #: **61855**

Last Reading **1422** Last Usage: **3700** Badger-99.3 101.3 100.8

Prev Reading **1385**

Date Last Read **2/25/21** Last Check **10/17/16** Id Acct Number **C212-000**

12/28/20	3,600	3/31/20	2,800	6/26/20	3,000	9/28/20	3,300
1/26/21	3,600	4/28/20	2,400	7/29/20	4,100	10/28/20	3,000
2/25/20	2,400	5/29/20	3,300	8/27/20	3,100	11/24/20	3,200

Unit #605 checked pressure had 70psi and good flow.
he let them know

Monday, March 29, 2021
4:22:58PM

Work order #772

Completed

Hyden-Leslie County Water

Start Time: 13:05PM End Time: 13:00PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 5/5/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 5/11/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: customer says you have to turn water on a few mins before it comes out.

Account #: **3,527** [REDACTED]
Meter #: **73558267** [REDACTED]
Route #: **20** Seq #: **159200**
Last Reading **5487**
Prev Reading **5428** Last Usage: **5900**
Date Last Read **2/26/21**

Sensus-101.3 101.2 101.8

ld Acct Number B065-017

12/23/20	5,300	3/30/20	6,400	6/24/20	4,800	9/30/20	4,700
1/27/21	4,200	4/27/20	3,200	7/24/20	4,000	10/27/20	4,000
2/25/20	7,500	5/29/20	5,300	8/26/20	5,700	11/30/20	6,000

had 70psi at meter and good flow.
suggested they may want to change their PRV

Hyden-Leslie County Water

Monday, March 29, 2021
4:23:34PM

Work order #768

Completed

Hyden-Leslie County Water

Start Time: 13:06PM End Time: 13:08PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 4/30/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 4/30/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: says he hasn't had good pressure in three weeks.

Account #:	2,547	[REDACTED]	Phone:	[REDACTED]
Meter #:	18124414	[REDACTED]		
Route #:	9	Seq #: 64450		
Last Reading	8530		Badger-99.2	100.5 99.2
Prev Reading	8507	Last Usage: 2300		
Date Last Read	2/25/21	Last Check	1/10/03	ld Acct Number C268-000
12/28/20	2,400	3/31/20	2,200	6/26/20 1,800 9/28/20 2,200
1/26/21	2,300	4/28/20	1,300	7/29/20 2,300 10/28/20 2,000
2/25/20	1,700	5/29/20	2,300	8/27/20 2,100 11/24/20 2,200

had 60 psi at meter but no flow so we changed prv.

Monday, March 29, 2021
4:24:09PM

Work order #778

Completed

Hyden-Leslie County Water

Start Time: 10:00PM End Time: 10:05PM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 5/7/20 To be Completed by: _____ 0:00AM

Assigned By: _____ Date Completed: 5/9/2020 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: says since we worked on main line his pressure has been down.

Account #: 3,408 [REDACTED] Phone: [REDACTED]

Meter #: 33076114 [REDACTED]

Route #: 23 Seq #: 167900

Last Reading 4188 Badger-99.5 101.2 100.6

Prev Reading 4160 Last Usage: 2800

Date Last Read 2/24/21 Last Check 12/12/14 Id Acct Number B902-090

12/30/20	2,600	3/31/20	2,400	6/25/20	3,700	9/28/20	3,400
1/22/21	3,000	4/28/20	2,600	7/27/20	3,600	10/26/20	2,600
2/26/20	2,200	5/27/20	3,900	8/27/20	18,500	11/23/20	3,500

Unit #608 flushed line and had a good flow and 55 psi after prv.

Monday, March 29, 2021
4:24:40PM

Work order #791

Completed

Hyden-Leslie County Water

Start Time: 10:09AM End Time: 10:09AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 5/19/20 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 5/21/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Low pressure at both accounts that he has

Account #: **357** ██████████
Meter #: **84571075** ██████████
Route #: **7** ██████████
Last Reading **19857** Seq #: **48400**
Prev Reading **19850** Last Usage: **700**
Date Last Read **2/26/21** Last Check **4/6/16** Id Acct Number **W262-000**

Date Last Read	Reading	Last Check	Reading	Date	Reading	Date	Reading
12/28/20	500	3/30/20	300	6/25/20	600	9/29/20	500
1/22/21	500	4/24/20	400	7/28/20	300	10/26/20	100
2/26/20	200	5/27/20	300	8/27/20	100	11/25/20	100

Both of ██████ accounts have straight setters
██████ says they have lots of pressure at the meters.

Monday, March 29, 2021
4:25:02PM

Work order #799

Completed

Hyden-Leslie County Water

Start Time: 11:00PM End Time: 11:05PM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 5/26/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 5/27/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: said his pressure was very low.

Account #: **1,682** [REDACTED]
Meter #: **49033919** [REDACTED]
Route #: **8** Seq #: **59400**
Last Reading **1031** Badger-99.5 100.0 99.4
Prev Reading **1012** Last Usage: **1900**
Date Last Read **2/25/21** Last Check **3/16/17** Id Acct Number **C136-000**

12/23/20	1,900	3/31/20	2,200	6/30/20	2,300	9/28/20	2,100
1/26/21	2,100	4/28/20	2,200	7/29/20	2,500	10/23/20	2,000
2/27/20	2,300	5/28/20	3,000	8/31/20	2,600	11/30/20	2,700

customer had a busted water hose.

Monday, March 29, 2021
4:26:02PM

Work order #846

Completed

Hyden-Leslie County Water

Start Time: 13:04PM End Time: 13:01PM Mileage: _____ Reading: _____
Requested By: [REDACTED] Date Issued: 6/26/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 6/26/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Check her meter. She has low pressure.

Account #: **3,467** [REDACTED] Phone: [REDACTED]
Meter #: **34167838** [REDACTED]
Route #: **9** Seq #: **70000**
Last Reading **2160** Badger-99.2 100.6 99.8
Prev Reading **2145** Last Usage: **1500**
Date Last Read **2/25/21** Last Check **1/10/12** Id Acct Number **C386-060**

Date Last Read	Reading	Last Check	Reading	Date Last Read	Reading
12/28/20	1,100	3/31/20	2,700	6/26/20	1,500
1/27/21	1,600	4/28/20	1,000	7/29/20	1,900
2/25/20	1,500	5/29/20	1,800	8/27/20	1,400
				9/28/20	1,900
				10/28/20	3,300
				11/24/20	1,400

had 45psi at meter and good flow with a 190 psi mouth of mudlick.

Monday, March 29, 2021
4:26:49PM

Work order #854

Completed

Hyden-Leslie County Water

Start Time: 11:11AM End Time: 0:00AM Mileage: _____ Reading: _____
 Requested By: _____ Date Issued: 7/6/20 To be Completed by: _____ 0:00AM
 Assigned By: _____ Date Completed: 7/7/2020 By: _____
 Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: has very low pressure.
changed PRV in box & adjusted it to 65 psi

Account #: **4,082** ~~_____~~ Phone: ~~_____~~
 Meter #: **36360844** ~~_____~~
 Route #: **9** Seq #: **72060**
 Last Reading **3523** 98.8 100.8 99.7
 Prev Reading **3494** Last Usage: **2900**
 Date Last Read **2/25/21** Id Acct Number **C411-035**

12/28/20	2,100	3/31/20	2,600	6/26/20	1,400	9/28/20	2,300
1/27/21	2,600	4/28/20	1,800	7/29/20	3,600	10/28/20	2,200
2/25/20	2,200	5/29/20	1,900	8/27/20	2,100	11/24/20	2,700

Monday, March 29, 2021
4:27:40PM

Work order #869

Completed

Hyden-Leslie County Water

Start Time: 4:11PM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: Christina Date Issued: 7/14/20 To be Completed by: 0:00AM
Assigned By: Date Completed: 7/15/2020 By: _____
Assigned To:

Workorder Type **Low Pressure**

Workorder Notes: Low pressure. Check meter to see how much is there
Customer had good pressure & the meter guy talked with her.

Account #:	3,729	[REDACTED]	Phone:	[REDACTED]
Meter #:	36360873	[REDACTED]		
Route #:	18	Seq #: 149151		
Last Reading	2824		Badger-99.0	101.0 99.3
Prev Reading	2806	Last Usage: 1800		
Date Last Read	2/25/21	Last Check	10/14/15	ld Acct Number M022-300
12/23/20	1,500	3/31/20	3,100	6/29/20 1,700 9/30/20 1,900
1/27/21	1,400	4/24/20	2,400	7/29/20 1,500 10/26/20 1,300
2/26/20	3,300	5/28/20	2,600	8/27/20 1,500 11/25/20 1,800

Monday, March 29, 2021
4:29:12PM

Work order #876

Completed

Hyden-Leslie County Water

Start Time: 10:09AM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 7/20/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 7/20/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: low pressure

Checked meter & things were good on our side. Customer said he had some plumbing issues & thought that was the problem

Account #:	1,619	[REDACTED]	Phone:	[REDACTED]
Meter #:	71158851	[REDACTED]		
Route #:	13	Seq #: 99300		
Last Reading	3523		Sensus-99.5	100.7 101.4
Prev Reading	3481	Last Usage: 4200		
Date Last Read	2/26/21	Last Check	3/10/10	ld Acct Number R346-000
12/29/20	1,900	3/30/20	1,900	6/29/20 1,500 9/30/20 1,700
1/28/21	4,300	4/28/20	1,600	7/28/20 2,000 10/27/20 2,800
2/27/20	2,100	5/28/20	1,700	8/31/20 2,100 11/24/20 1,700

Monday, March 29, 2021
4:29:57PM

Work order #879

Completed

Hyden-Leslie County Water

Start Time: 4:09PM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 7/23/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 7/23/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Low pressure. Please check meter & let me know.
I can call her if needed.
No PRV inside of box & customer was told of the findings

Account #: **1,876** ~~_____~~ Phone: ~~_____~~
Meter #: **48969185** ~~_____~~
Route #: **15** Seq #: **132700**
Last Reading **2056** Badger-99.3 100.0 99.5
Prev Reading **2014** Last Usage: **4200**
Date Last Read **2/26/21** Last Check **3/15/17** Id Acct Number **S163-420**

12/30/20	6,200	3/30/20	4,900	6/26/20	3,800	9/30/20	4,100
1/26/21	3,400	4/27/20	3,600	7/28/20	4,100	10/28/20	2,800
2/26/20	5,200	5/28/20	4,900	8/25/20	4,400	11/30/20	4,400

Monday, March 29, 2021
4:30:59PM

Work order #896

Completed

Hyden-Leslie County Water

Start Time: 9:31AM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 7/30/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 7/30/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: low pressure

Checked meter & pressure was good. Told them they might want to check their side of the meter & PRV.

Account #:	3,225	████████████████████	Phone:	████████████████████
Meter #:	48969038	████████████████████		
Route #:	18	Seq #: 150450		
Last Reading	2033		Badger-99.2 100.5 98.9	
Prev Reading	2003	Last Usage: 3000		
Date Last Read	2/25/21	Last Check	2/16/17	ld Acct Number M030-147
12/23/20	2,100	3/31/20	5,200	6/29/20 4,600 9/30/20 2,000
1/27/21	2,400	4/24/20	4,000	7/29/20 3,700 10/26/20 1,400
2/26/20	1,800	5/28/20	17,500	8/27/20 3,900 11/25/20 5,600

Monday, March 29, 2021
4:31:45PM

Work order #897

Completed

Hyden-Leslie County Water

Start Time: 12:32PM End Time: 0:00AM Mileage: _____ Reading: _____
 Requested By: _____ Date Issued: 7/30/20 To be Completed by: _____ 0:00AM
 Assigned By: _____ Date Completed: 7/30/2020 By: _____
 Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: low pressure

Customer had a bad PRV

Account #:	330	Phone:	[REDACTED]
Meter #:	72993985		
Route #:	6	Seq #:	42700
Last Reading	5260	Sensus/Junk-100.0	100.9 101.8
Prev Reading	5238	Last Usage:	2200
Date Last Read	2/26/21	Last Check	5/12/11
		ld Acct Number	W218-000
12/28/20	2,300	3/31/20	1,400
		6/29/20	1,300
		9/30/20	1,700
1/25/21	2,000	4/27/20	1,000
		7/29/20	2,100
		10/28/20	1,500
2/27/20	1,200	5/27/20	1,100
		8/31/20	1,800
		11/25/20	2,300

Work order #899

Completed

Hyden-Leslie County Water

Start Time: 3:03PM End Time: 0:00AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 7/31/20 To be Completed by: _____ 0:00AM

Assigned By: [Redacted] Date Completed: 7/31/2020 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Customer states that shes had low pressure for a long time and she knows that its on our side. She stated that she had replaced their PRV had 120 psi at meter and good flow. [Redacted] cut the customers line at their PRV Customer had good flow. Understood by Husband that it was personal line issue

Account #: 1,071 [Redacted] Phone: [Redacted]
 Meter #: 32099599 [Redacted]
 Route #: 13 Seq #: 99400
 Last Reading 4324 Badger-99.7 101.5 100.2
 Prev Reading 4309 Last Usage: 1500
 Date Last Read 2/26/21 Last Check 7/12/05 Id Acct Number R348-000

12/29/20	2,100	3/30/20	1,000	6/29/20	1,400	9/30/20	2,800
1/28/21	1,300	4/28/20	1,600	7/28/20	1,900	10/27/20	1,400
2/27/20	1,500	5/28/20	1,700	8/31/20	15,700	11/24/20	1,200

Monday, March 29, 2021
4:33:16PM

Work order #912

Completed

Hyden-Leslie County Water

Start Time: 4:12PM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 8/10/20 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 8/10/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: Low pressure

Customer had 80 psi after the PRV

Account #: 3,207
Meter #: 32099468
Route #: 14
Last Reading 7410
Prev Reading 7349
Date Last Read 8/6/20
Seq #: 109200
Last Usage: 6100
Last Check 5/13/14
Badger-99.2 100.9 100.2
ld Acct Number S012-050

12/27/19	0	3/26/20	33,000	6/25/20	1,800	9/26/19	0
1/23/20	0	4/28/20	11,400	7/27/20	7,300	10/30/19	0
2/24/20	13,300	5/28/20	5,500	8/6/20	6,100	11/27/19	0

Monday, March 29, 2021
4:34:57PM

Work order #932

Completed

Hyden-Leslie County Water

Start Time: 11:47AM End Time: 0:00AM Mileage: _____ Reading: _____
 Requested By: _____ Date Issued: 8/20/20 To be Completed by: 0:00AM
 Assigned By: _____ Date Completed: 9/1/2020 By: _____
 Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: says water comes out full pressure then quits.

We replaced setter head valve & unclogged service line

Account #:	4,290	Phone:	[REDACTED]
Meter #:	20699096		
Route #:	8	Seq #:	61155
Last Reading	402		99.2 100.8 100.4
Prev Reading	357	Last Usage:	4500
Date Last Read	2/25/21	ld Acct Number	C189-100
12/23/20	5,100		9/28/20 5,500
1/26/21	4,500		10/23/20 6,100
		8/31/20 7,000	11/30/20 7,500

Monday, March 29, 2021
4:35:21PM

Work order #946

Completed

Hyden-Leslie County Water

Start Time: 4:19PM End Time: 0:00AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 9/4/20 To be Completed by: 0:00AM

Assigned By: _____ Date Completed: 9/15/2020 By: _____

Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Extremely low pressure. Please check at meter & let them know
Had 60psi after prv and meter was running slow.

Account #: **4,277** [Redacted] Phone: [Redacted]

Meter #: **49358005** [Redacted]

Route #: **14** Seq #: **107725**

Last Reading **1287** Last Usage: **500** 99.1 100.0 99.9

Prev Reading **1282**

Date Last Read **3/1/21** Last Check **8/7/20** Id Acct Number **S000-100**

12/29/20	500			9/28/20	5,800
1/25/21	300	7/27/20	300	10/29/20	100
		8/28/20	2,100	11/30/20	300

Monday, March 29, 2021
4:35:50PM

Work order #957

Completed

Hyden-Leslie County Water

Start Time: 10:49AM End Time: 0:00AM Mileage: _____ Reading: _____
 Requested By: _____ Date Issued: 9/9/20 To be Completed by: 0:00AM
 Assigned By: _____ Date Completed: 9/10/2020 By: _____
 Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Low pressure & air on his line.
flowed for 10 mins at 10-15 gpm no air visible had 40-45psi @ meter.

Account #: **2,418** [REDACTED] Phone: [REDACTED]
 Meter #: **72993913** [REDACTED]
 Route #: **13** Seq #: **105750** Sensus-99.9 99.5 99.1
 Last Reading **5841** Last Usage: **7400**
 Prev Reading **5767**
 Date Last Read **2/26/21** Last Check **1/16/12** Id Acct Number **R431-050**

12/29/20	7,800	3/30/20	5,400	6/29/20	6,100	9/30/20	6,300
1/28/21	6,200	4/28/20	5,200	7/28/20	6,300	10/27/20	4,800
2/27/20	5,800	5/28/20	6,900	8/31/20	6,500	11/24/20	6,600

Monday, March 29, 2021
4:36:17PM

Work order #969

Completed

Hyden-Leslie County Water

Start Time: 4:08PM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 9/17/20 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 9/17/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Low pressure - check meter to see if there is a PRV
inside of box
No prv in box has 145 psi and good flow.

Account #:	2,349	██████████					
Meter #:	34167844	██████████					
Route #:	16	Seq #:	142700				
Last Reading	2688				Badger-99.4	101.2	100.7
Prev Reading	2683	Last Usage:	500				
Date Last Read	2/24/21	Last Check		8/6/18	ld Acct Number	S372-125	
12/30/20	400	3/31/20	500	6/25/20	600	9/28/20	500
1/22/21	400	4/28/20	500	7/24/20	300	10/26/20	400
2/26/20	400	5/27/20	700	8/27/20	800	11/23/20	600

Monday, March 29, 2021

4:36:35PM

Work order #1038

Completed

Hyden-Leslie County Water

Start Time: 12:36PM End Time: 0:00AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 11/3/20 To be Completed by: _____ 0:00AM

Assigned By: _____ Date Completed: 11/4/2020 By: _____

Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Check PRV inside of box
PRV changed

Account #: 742
Meter #: 33679366
Route #: 24
Last Reading 6088
Prev Reading 6057
Date Last Read 2/26/21

Phone: [REDACTED]

Seq #: 171700
Last Usage: 3100

Badger-99.3 101.1 100.3

1/15/07 Id Acct Number E020-110

12/29/20	1,200	3/30/20	2,500	6/29/20	3,900	9/30/20	3,200
1/28/21	2,800	4/28/20	2,400	7/28/20	3,700	10/27/20	4,000
2/27/20	2,700	5/28/20	3,000	8/31/20	3,800	11/24/20	3,200

Work order #1131

Completed

Hyden-Leslie County Water

Start Time: 12:32PM End Time: 0:00AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 11/20/20 To be Completed by: _____ 0:00AM

Assigned By: Randy Date Completed: 11/24/2020 By: _____

Assigned To: David

Workorder Type **Low Pressure**

Workorder Notes: says pressure has been declining for around two weeks.

Good Pressure and flow 70psi Customer PRV bad

Reading 2943

Account #: **3,445** ~~XXXXXXXXXX~~
Meter #: **71605257** ~~XXXXXXXXXX~~
Route #: **22** Seq #: **165750**
Last Reading **3055**
Prev Reading **3009** Last Usage: **4600**
Date Last Read **2/26/21**

Phone: ~~XXXXXXXXXX~~

Sensus-99.6 99.2 99.6

Id Acct Number U011-000

12/30/20	2,900	3/30/20	1,800	6/26/20	1,400	9/30/20	2,600
1/26/21	3,700	4/27/20	1,100	7/28/20	700	10/28/20	1,400
2/26/20	3,700	5/28/20	1,700	8/25/20	1,600	11/30/20	1,400

Monday, March 29, 2021
4:37:56PM

Work order #1150

Completed

Hyden-Leslie County Water

Start Time: 12:21PM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 12/7/20 To be Completed by: 0:00AM
Assigned By: _____ Date Completed: 12/8/2020 By: _____
Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: No pressure
Meter not running - no PRV inside of box
Customer has a plumbing issue

Account #:	4,281	Hyden, Dalton	Phone:	_____
Meter #:	72705429	_____		
Route #:	4	Seq #: 23203		
Last Reading	4203		99.4 99.8 100.5	
Prev Reading	4183	Last Usage: 2000		
Date Last Read	2/26/21		Id Acct Number H309-100	
12/28/20	2,100			9/30/20 2,600
1/25/21	2,400			10/28/20 1,700
			8/31/20 3,700	11/25/20 2,400

Monday, March 29, 2021
4:38:42PM

Work order #1170

Completed

Hyden-Leslie County Water

Start Time: 3:07PM End Time: 0:00AM Mileage: _____ Reading: _____
Requested By: _____ Date Issued: 12/11/20 To be Completed by: _____ 0:00AM
Assigned By: _____ Date Completed: 12/11/2020 By: _____
Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: says theres no water coming out of meter.
100psi at meter and good flow.
Customer has plumbing issues

Account #: **2,590** ~~8~~ Phone: ~~271-2110~~
Meter #: **200667585** ~~3~~
Route #: **20** Seq #: **159902**
Last Reading **141** Sensus-98.9 100.2 101.3
Prev Reading **96** Last Usage: **4500**
Date Last Read **1/27/21** Last Check **12/16/20** Id Acct Number **B071-025**

12/23/20	1,200	3/30/20	8,200	6/24/20	6,500	9/30/20	28,200
1/27/21	4,500	4/27/20	10,300	7/24/20	14,100	10/27/20	27,600
2/25/20	9,500	5/29/20	10,200	8/26/20	16,800	11/30/20	20,700

Work order #1205

Completed

Hyden-Leslie County Water

Start Time: 3:20PM End Time: 0:00AM Mileage: _____ Reading: _____

Requested By: _____ Date Issued: 1/6/21 To be Completed by: _____ 0:00AM

Assigned By: _____ Date Completed: 1/6/2021 By: _____

Assigned To: _____

Workorder Type Low Pressure

Workorder Notes: low pressure

Changed PRV 30 psi

Customer was called & told

Account #: 929 XXXXXXXXXX
 Meter #: 44894448 XXXXXXXXXX
 Route #: 29 Seq #: 185571 Badger-99.6 100.0 100.4
 Last Reading 1944 Last Usage: 1300
 Prev Reading 1931
 Date Last Read 2/25/21 Last Check 2/19/18 Id Acct Number K028-025

12/28/20	1,100	3/31/20	1,100	6/26/20	1,200	9/28/20	1,300
1/27/21	1,100	4/28/20	1,500	7/29/20	1,600	10/28/20	1,300
2/25/20	1,000	5/29/20	1,500	8/27/20	1,300	11/24/20	1,100

Monday, March 29, 2021
4:40:40PM

Work order #1346

Pending

Hyden-Leslie County Water

Start Time: _____ End Time: _____ Mileage: _____ Reading: _____
 Requested By: _____ Date Issued: 3/4/21 To be Completed by: 0:00AM
 Assigned By: _____ Date Completed: _____ By: _____
 Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Extremely low pressure cannot was clothes bc
 washer kicks off. Please check at meter & let them know
 Everything was checked & customer has issues on their side of the meter.

Account #: 1,881 [REDACTED] Phone: [REDACTED]
 Meter #: 44894918 [REDACTED]
 Route #: 29 Seq #: 185030
 Last Reading 4012 Hersey-99.6 100.7 99.9
 Prev Reading 3976 Last Usage: 3600
 Date Last Read 2/25/21 Last Check 10/18/16 Id Acct Number K014-030

12/28/20	4,100	3/31/20	2,700	6/26/20	7,800	9/28/20	5,600
1/27/21	3,800	4/28/20	2,500	7/29/20	7,900	10/28/20	6,100
2/25/20	4,100	5/29/20	4,800	8/27/20	5,800	11/24/20	4,700

PART #	USED	DESCRIPTION	ADDITIONAL PART	USED
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Field Notes:

Monday, March 29, 2021
4:41:18PM

Work order #1347

Pending

Hyden-Leslie County Water

Start Time: _____ End Time: _____ Mileage: _____ Reading: _____
 Requested By: _____ Date Issued: 3/4/21 To be Completed by: 0:00AM
 Assigned By: _____ Date Completed: _____ By: _____
 Assigned To: _____

Workorder Type **Low Pressure**

Workorder Notes: Extreme low pressure. Please check meter box & let them know.
 Customer has issues on their side of line

Account #: 1,881 [REDACTED] Phone: [REDACTED]
 Meter #: 44894918 [REDACTED]
 Route #: 29 Seq #: 185030
 Last Reading 4012 Hersey-99.6 100.7 99.9
 Prev Reading 3976 Last Usage: 3600
 Date Last Read 2/25/21 Last Check 10/18/16 Id Acct Number K014-030

12/28/20	4,100	3/31/20	2,700	6/26/20	7,800	9/28/20	5,600
1/27/21	3,800	4/28/20	2,500	7/29/20	7,900	10/28/20	6,100
2/25/20	4,100	5/29/20	4,800	8/27/20	5,800	11/24/20	4,700

PART #	USED	DESCRIPTION	ADDITIONAL PART	USED
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Field Notes:

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 13

Responding Witness: L.J. Turner

Q-13. State the number of individual booster systems currently operating in Hyden-Leslie District's system.

A-13. Hyden-Leslie District does not operate any individual booster pumps on its water distribution system. If the question is referring to booster pump stations operating on the customer's side of the water meter, Hyden-Leslie District has not conducted a survey of its water system to determine that number.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 14

Responding Witness: L.J. Turner

Q-14. Provide the name, address, date of installation, and any other pertinent information for all customers known by Hyden-Leslie District to have individual booster systems.

A-14. Hyden-Leslie District does not track customer use of individual booster systems. Customers are not currently required to notify or obtain the District's approval before installing such a device on the customer side of the delivery point.

Hyden-Leslie District recognizes its obligation to provide water service at least 30 pounds per square inch ("psi") at the point of delivery to existing customers. If it cannot render service at this pressure to an existing customer, it has a responsibility to increase water pressure at the delivery point to acceptable levels. Installing or requiring the installation of a booster station on the customer's side of the delivery point to achieve 30 psi at the delivery point is not acceptable.

Some Hyden-Leslie District customers may have installed individual booster pumps on their side of the delivery point to boost pressure on service lines running from the meter to the ultimate service location. While pressure at the point of delivery is 30 psi, the ultimate service location may be at a higher elevation than the meter, resulting in a reduction of water pressure at the actual point of usage. The present tariff does not prohibit a customer from taking such action.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 15

Responding Witness: L.J. Turner

- Q-15. Refer to Sheet No. 17 of the proposed tariff, subsections (j) through (l). State how Hyden-Leslie District would apply these regulations to a complaint of water pressure below 30 psi at an existing customer's meter.**
- A-15. Hyden-Leslie District would investigate the complaint and determine if the pressure at which service is currently being provided. If an existing customer is experiencing water pressures below 30 psi, Hyden-Leslie District is under an obligation to restore that service to a level that is no less than 30 psi and would take all reasonable measures to restore service, including (if necessary) the installation of a booster pumping station to increase pressure in the low-pressure areas. The speed at which it can respond to the complaint depends upon its available resources, but resolution of the low-pressure condition would be given high priority.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 16

Responding Witness: Legal Counsel

Q-16. Refer to Sheet No. 21, Section 14, and Sheet No. 22, Section c, subsections (1) through (4) of the proposed tariff. State whether these provisions protect Hyden-Leslie District from liability when Hyden-Leslie District acts with gross negligence.

A-16. Section 14 makes clear that Hyden-Leslie District is not warranting a continuous and uninterrupted supply of water. It is disclaiming any contractual liability for service disruptions and placing customers requiring such a supply that the District is not contracting to provide such a supply.

With regard to fluctuations in service, the tariff does not prevent liability for acts of gross negligence. Section 14c(1) states: "The District will use reasonable care and diligence to prevent interruptions and fluctuations in the service." An act of gross negligence would contradict this standard.

HYDEN-LESLIE COUNTY WATER DISTRICT

**Response to Commission Staff's Initial Request for Information
Case No. 2021-00071**

Question No. 17

Responding Witness: Legal Counsel

Q-17. If the answer to Item 16 is in the affirmative, state the legal basis and justification for providing Hyden-Leslie District with such limited liability.

A-17. Not applicable.