

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

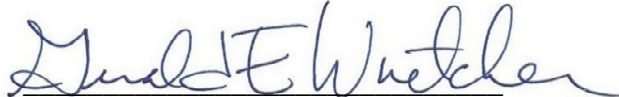
ELECTRONIC TARIFF FILING OF HYDEN-) CASE NO. 2021-00071
LESLIE COUNTY WATER DISTRICT)

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

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

Dated: November 1, 2021

Respectfully submitted,




Gerald E. Wuetcher
gerald.wuetcher@skofirm.com
Stoll Keenon Ogden PLLC
300 West Vine St. Suite 2100
Lexington, Kentucky 40507-1801
Telephone: (859) 231-3000
Fax: (859) 259-3517

Counsel for Hyden-Leslie County Water District

CERTIFICATE OF SERVICE

In accordance with 807 KAR 5:001, Section 8, and the Public Service Commission's Order of July 22, 2021 in Case No. 2020-00085, I certify that this document was transmitted to the Public Service Commission on November 1, 2021 and that there is currently no party that the Public Service Commission has excused from participation by electronic means in this proceeding.



Counsel for Hyden-Leslie County Water District

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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 SECOND REQUEST FOR INFORMATION ON REHEARING

FILED: November 1, 2021

HYDEN-LESLIE COUNTY WATER DISTRICT

Response to Commission Staff's Second Request for Information on Rehearing Case No. 2021-00071

Question No. 1

Responding Witness: L.J. Turner

Q-1. Refer to Hyden-Leslie District's Response to Commission Staff's First Request for Information on Rehearing, Item 1.

- a. When a request for service is refused, explain what information Hyden-Leslie District gives the applicant in regards to the applicant's rights to file a complaint with the Commission.**
- b. Explain whether Hyden-Leslie District proposes to supply an applicant who was refused service the information upon which the decision to refuse service was made, further state how "reliable and credible information regarding the applicant" known by Hyden-Leslie District's employees will be documented.**

- A-1.
- a. Hyden-Leslie County Water District will advise an applicant refused service of its right to make an informal or formal complaint to the Public Service Commission and provide a copy of the Public Service Commission's Customer Bill of Rights, a copy of 807 KAR 5:001, Sections 20 and 21, and a copy of the Public Service Commission's "Roadmap to Utility Services in Kentucky."
 - b. Hyden-Leslie County Water District will advise an applicant who is refused service of the basis for which service is refused. If the refusal of service is based upon the applicant acting as an agent for a delinquent customer who is indebted to Hyden-Leslie County Water District for service previously provided, the name of the delinquent customer and the District's basis for believing the applicant is acting as the delinquent customer's agent will be provided.

Hyden-Leslie County Water District will prepare a memorandum describing the information gathered. If conversations with third parties serve as a basis for the determination, these conversations will be documented by a memorandum for record and, if possible, by obtaining an affidavit from the third party. Copies of any documents obtained during the District's investigation will be attached to the memorandum.

HYDEN-LESLIE COUNTY WATER DISTRICT

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

Question No. 2

Responding Witness: L.J. Turner

- Q-2. Provide copies of all customer complaints of low water pressure received by Hyden-Leslie District since April 1, 2021. 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's findings in the investigation.**
- A-2. See attachment to this response.

List of Workorders

Hyden-Leslie County Water								
WORKORDER DATE	STATUS	EMPLOYEE	COMPLETED	TIME	PARTS COST	LABOR	PRIORITY	
Job Info	19	Low Pressure			Issued On: 5/4/21			
Acct :	2,951	Roberts, Howard/Vickie		497 Ulysses Creek Rd.				
		low pressure. Check PRV inside of meter box		Pressure check at meter showed 50 PSI at meter				
		Good flow						
	1,579	Complete	5/25/2021	-13:0-45				
Job Info	19	Low Pressure			Issued On: 5/24/21			
Acct :	2,884	Lewis, Barbara		45 Clover Ln. Apt.2				
		605 got 55psi at meter and had a good flow.						
	1,590	Complete	5/28/2021	-13:0-44				
Job Info	19	Low Pressure			Issued On: 5/28/21			
Acct :	1,265	Roberts, Bernice		Hwy. 406				
		610 got 35 psi at meter so he changed it.						
	1,600	Complete	6/7/2021	-13:0-46				
Job Info	19	Low Pressure			Issued On: 6/7/21			
Acct :	882	Howard, Jackie		24132 Hwy 421				
		605 got 130psi at meter and had good flow.						
	1,676	Complete	6/22/2021	-11:0-19				
Job Info	19	Low Pressure			Issued On: 6/21/21			
Acct :	2,795	Muncy, MacArthur		3911 Middle Frk. Rd.				
		Her water runs & stops. Please check PRV inside of meter box		let them know what you find.				
		took old prv out of box.						
	1,794	Complete	7/23/2021	-10:0-54				
Job Info	19	Low Pressure			Issued On: 7/12/21			
Acct :	990	Howard, James A.		19123 Greasy Crk. Rd.				
		Water Co had leak in the main line						
	1,798	Complete	7/15/2021	-10:0-50				
Job Info	19	Low Pressure			Issued On: 7/12/21			
Acct :	560	Brewer, Ellen		299 Copper Ln.				
		wrong customer it was for her brother.						
	1,802	Complete	7/16/2021	-13:0-45				
Job Info	19	Low Pressure			Issued On: 7/16/21			
Acct :	535	Bowling, Bethany		495 Bowling Hollow Rd.				
		customer has very low pressure.		610 checked meter had 125psi.				
	1,819	Complete	8/17/2021	-11:0-3				
Job Info	19	Low Pressure			Issued On: 7/28/21			
Acct :	1,139	Kilburn, Jeffery		167 Bailey Br. Road				
		Pressure Valve issue. see if we have a prv		no, prv in box Customer PRV bad				
	1,828	Complete	8/3/2021	-8:0-47				
Job Info	19	Low Pressure			Issued On: 8/2/21			
Acct :	4,348	Roark, Donald		524 Hwy 1850				
		610 said there was 75 psi at meter.						
	1,832	Complete	8/5/2021	-13:0-20				
Job Info	19	Low Pressure			Issued On: 8/4/21			
Acct :	3,972	Cloud, Samantha		45 Creek View Drive				
		customer says pressure has been low it comes and goes.		customer has 100 psi at meter good flow valve in box was almost off.				
	1,835	Complete	8/6/2021	-11:0-1				
Job Info	19	Low Pressure			Issued On: 8/6/21			
Acct :	4,348	Roark, Donald		524 Hwy 1850				
		VOID						
	1,895	Complete	8/19/2021	-13:0-16				

Job Info	19 Low Pressure	Issued On: 8/19/21
Acct :	3,466 Mitchell, David W.	1264 Mudlick Rd.
Low Pressure. Meter reading is 5414		customer has leak half gpm they was told. Had 55 psi at meter flow was good
1,902	Complete	9/9/2021 -14:0-9
Job Info	19 Low Pressure	Issued On: 8/26/21
Acct :	2,580 Baker, Charles & Melissa	252 Peach Lane
50 PSI Good flow at PRV		
1,933	Complete	9/9/2021 -9:0-8
Job Info	19 Low Pressure	Issued On: 9/7/21
Acct :	3,516 Bell, Wendell	1890 Hwy 2058
Pressure checked at meter 43 PSI		
1,941	Complete	9/9/2021 -10:0-15
Job Info	19 Low Pressure	Issued On: 9/9/21
Acct :	3,758 Day, Timothy	8169 Cutshin Rd.
200 PSI before PRV		Per customers request PRV was taken out
1,945	Complete	9/10/2021 -16:0-38
Job Info	19 Low Pressure	Issued On: 9/10/21
Acct :	4,380 Coots Jr., Hurlen/Maggie	315 Coots Hollow Rd
says pressure goes out around six in the evening and doesn't come back till		the next morning.
Changed both PRV's		Set pressure to 145 & 195
1,953	Complete	9/14/2021 -16:0-46
Job Info	19 Low Pressure	Issued On: 9/13/21
Acct :	838 Smith, John	2001-Grassy Right
Extremely low pressure since we had the leak last night.		
This is a straight setter. Customer needs to change their PRV		
1,962	Complete	9/22/2021 -14:0-37
Job Info	19 Low Pressure	Issued On: 9/21/21
Acct :	3,901 Wells, Trevor	Wooton Hwy 80
607 said it had good pressure has a straight setter.		
2,039	Complete	10/7/2021 -9:0-23
Job Info	19 Low Pressure	Issued On: 10/6/21
Acct :	3,380 Collett, Burgie Dean	160 Lower Bowens Crk. Rd.
Changed PRV inside of box. Good flow 150 PSI		after PRV was changed
2,045	Complete	10/8/2021 -10:0-8
Job Info	19 Low Pressure	Issued On: 10/7/21
Acct :	359 Begley, Jeff	2301 River Rd.
Says pressure has been down for 4 or 5 days.		Wonders if we might have a leak some where on River Rd
Says a break is happening around OB Begley's		608 checked says river road was clear.
		\$0.00
		\$0.00

HYDEN-LESLIE COUNTY WATER DISTRICT

Response to Commission Staff's Second Request for Information on Rehearing Case No. 2021-00071

Question No. 3

Responding Witness: L.J. Turner

Q-3. Identify any areas on Hyden-Leslie District's system that have experienced difficulty maintaining at least 30 psi. State how Hyden-Leslie District has addressed these issues.

A-3. The District is aware of only one area in its system that has experienced low pressure problems in the last two years. This low-pressure condition affects eight customers who are located on the very top of a ridgeline.

On December 18, 2019, a customer informed the District that his water pressure would fluctuate throughout the day. The District investigated, confirmed the fluctuation in water pressure, and determined that the fluctuations coincided with the operation of the booster pump that filled the tank supplying the pressure zone. Water pressure dropped below 30 pounds per square when the tank was not filling and during times of high customer demand. No pressure problems had been reported in this area for more than 10 years. The pressure fluctuation appears to have resulted from the reduction in the time necessary to fill the tank and thus the shorter time the booster pump filling the tank was in operation. In previous years, the tank was filling (and the booster pump was in operation) more than 20 hours daily. Due to the District's successful efforts to locate and repair water line leaks, the booster pump presently operates only 12 hours per day to fill the tank.

The District determined that the installation of an additional booster pump station in the pressure zone was necessary to ensure water pressure within the required range. It authorized the design of the booster pump station, has ordered the necessary equipment for the project and awarded a contract for construction of the booster pump station. It expects construction of the project to be completed by December 31, 2021. The estimated cost of the project is \$60,000.

HYDEN-LESLIE COUNTY WATER DISTRICT

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

Question No. 4

Responding Witness: L.J. Turner

Q-4. State whether Hyden-Leslie District has any plans to install equipment or make improvements to its system to address any known problems maintaining required pressure levels.

A-4. See Response to Question 3.

HYDEN-LESLIE COUNTY WATER DISTRICT

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

Question No. 5

Responding Witness: L.J. Turner

Q-5. Refer to Hyden-Leslie District's Application for Rehearing, page 10, Rule 3.b-Requirement for New Contract. Provide revised language crafted to reflect HydenLeslie District's intention as expressed in the application for rehearing.

A-5. Hyden-Leslie County Water District proposes to revise Rule 3.b as follows:

If a Customer transfers ownership of the property receiving water service and ceases to reside at the property and the acquiring party or a person acting on behalf of or under the authority of the acquiring party takes possession of the premises and is the primary recipient of water service to that property, the acquiring party or new party in possession must execute a contract for water service with the District. The District may, after reasonable notice, discontinue water service to the property until the acquiring party or new party in possession has executed a contract for service.