

Utility Complaints Report for One Utility
For 1/01/2020 - 8/25/2021

EXHIBIT 3

Year-SeqID	Customer Name	County	Type	Utility Name	Utility Id	Reason	Opened	Closed	Investigator
2020-00021	Ball, Rachel ✓	Martin	700	Martin County Water District	25000	600	01/08/20	01/08/20	CAROLJ.CUMMINS
2020-00050	Fitch, Jannette and Elmer ✓	Martin	700	Martin County Water District	25000	300	01/14/20	01/30/20	CAROLJ.CUMMINS
2020-00055	Crum, Lon ✓	Martin	700	Martin County Water District	25000	300	01/15/20	02/13/20	ROSEMARY.TUTT
2020-00174	Sumpter, Lee ✓	Martin	700	Martin County Water District	25000	300	02/10/20	08/12/20	ROSEMARY.TUTT
2020-00189	Carroll, Charles ✓	Martin	700	Martin County Water District	25000	600	02/13/20	03/30/20	ROSEMARY.TUTT
2020-00473	Williamson, Nicole and Brandon ✓	Martin	700	Martin County Water District	25000	600 1	05/01/20	05/05/20	CAROLJ.CUMMINS
2020-00633	Fuggitt, Gabriel ✓	Martin	700	Martin County Water District	25000	600	06/04/20	06/04/20	CAROLJ.CUMMINS
2020-00840	Blackburn, Donald ✓	Martin	700	Martin County Water District	25000	300	07/21/20	08/04/20	CAROLJ.CUMMINS
2020-00858	Sumpter, Samuel Lee ✓	Martin	700	Martin County Water District	25000	300	07/24/20	08/04/20	CAROLJ.CUMMINS
2020-00867	Triplett, Polly ✓	Martin	700	Martin County Water District	25000	300	07/27/20	08/06/20	CAROLJ.CUMMINS
2020-00868	Stafford, Rita	Martin ✓	700	Martin County Water District	25000	300	07/27/20	08/06/20	CAROLJ.CUMMINS
2020-00910	Preece, James and Linda ✓	Martin	700	Martin County Water District	25000	600	08/06/20	04/21/21	ROSEMARY.TUTT
2020-00918	Newsome, Nancy	Martin ✓	700	Martin County Water District	25000	600	08/07/20	09/01/20	CAROLJ.CUMMINS
2020-00928	Ward, Tina	Martin ✓	700	Martin County Water District	25000	600	08/10/20	09/01/20	CAROLJ.CUMMINS
2020-00931	Stayton, Leonard Lisa	Martin ✓	700	Martin County Water District	25000	600	08/11/20	09/01/20	CAROLJ.CUMMINS
2020-00932	Preston, Brittany	Martin ✓	700	Martin County Water District	25000	600	08/11/20	09/01/20	CAROLJ.CUMMINS
2020-00934	Stone, Cody	Martin ✓	700	Martin County Water District	25000	600	08/11/20	09/01/20	CAROLJ.CUMMINS
2020-00938	Preece, Ricky	Martin ✓	700	Martin County Water District	25000	600	08/11/20	09/01/20	CAROLJ.CUMMINS
2020-00939	Blankenship, Ryan	Martin ✓	700	Martin County Water District	25000	600	08/12/20	09/01/20	CAROLJ.CUMMINS
2020-00944	Evans, Annette	Martin ✓	700	Martin County Water District	25000	600	08/12/20	09/01/20	CAROLJ.CUMMINS
2020-00946	Marcum, James	Martin ✓	700	Martin County Water District	25000	600	08/12/20	09/01/20	CAROLJ.CUMMINS

Utility Complaints Report for One Utility
For 1/01/2020 - 8/25/2021

Year-SeqID	Customer Name	County	Type	Utility Name	Utility Id	Reason	Opened	Closed	Investigator
2020-00948	Jordan, Lowell ✓	Martin	700	Martin County Water District	25000	600	08/12/20	09/01/20	CAROLJ.CUMMINS
2020-00950	Howard, Amanda ✓	Martin	700	Martin County Water District	25000	600	08/13/20	09/01/20	CAROLJ.CUMMINS
2020-00951	Spence, Heather ✓	Martin	700	Martin County Water District	25000	600	08/13/20	09/01/20	CAROLJ.CUMMINS
2020-00961	Smith, David ✓	Martin	700	Martin County Water District	25000	600	08/14/20	09/01/20	CAROLJ.CUMMINS
2020-00966	Blackburn, Janice ✓	Martin	700	Martin County Water District	25000	600	08/17/20	09/01/20	CAROLJ.CUMMINS
2020-01165	Mann, Janie ✓	Martin	700	Martin County Water District	25000	600	09/24/20	09/24/20	CAROLJ.CUMMINS
2020-01168	Mann, Janie ✓	Martin	700	Martin County Water District	25000	600	09/24/20	09/24/20	CAROLJ.CUMMINS
2021-00320	Newsome, Nancy ✓	Martin	700	Martin County Water District	25000	600	02/10/21	03/16/21	CAROLJ.CUMMINS
2021-00503	Ball, Gary ✓	Martin	700	Martin County Water District	25000	300	03/04/21	07/08/21	ROSEMARY.TUTT
2021-00825	Tilley, Samantha and Ryan ✓	Martin	700	Martin County Water District	25000	100	04/15/21	04/29/21	CAROLJ.CUMMINS
2021-01027	Fletcher, Kaleb and Amy ✓	Martin	700	Martin County Water District	25000	600	06/04/21	07/06/21	CAROLJ.CUMMINS
2021-01201	Moore, Cora ✓	Pike	700	Martin County Water District	25000	300	07/16/21	08/05/21	ROSEMARY.TUTT
2021-01203	Newsome, Nancy ✓	Martin	700	Martin County Water District	25000	300	07/16/21	08/05/21	ROSEMARY.TUTT
2021-01242	Maynard, Michael ✓	Pike	700	Martin County Water District	25000	300	07/27/21	08/05/21	ROSEMARY.TUTT
2021-01277	McCoy, Melissa ✓	Martin	700	Martin County Water District	25000	300	08/02/21	08/06/21	CAROLJ.CUMMINS
2021-01278	Webb, Ryan ✓	Martin	700	Martin County Water District	25000	300	08/02/21	08/06/21	CAROLJ.CUMMINS
2021-01325	McCoy, Melissa ✓	Martin	700	Martin County Water District	25000	300	08/09/21	08/24/21	CAROLJ.CUMMINS
2021-01398	Fletcher, Kathy Lynn ✓	Martin	700	Martin County Water District	25000	300	08/23/21		CAROLJ.CUMMINS
2021-01400	Marshall, Beth	Lawrence	700	Martin County Water District	25000	300	08/23/21		CAROLJ.CUMMINS
2021-01401	McCoy, Melissa ✓	Martin	700	Martin County Water District	25000	300	08/23/21		CAROLJ.CUMMINS
2021-01403	O'Connor, Richard Tyler	Martin	700	Martin County Water District	25000	300	08/23/21		CAROLJ.CUMMINS

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00021 **Entry Date:** 1/8/2020 **Closed Date:** 1/8/2020 **Contact Type:** E-Mail
Name: Ball, Rachel **Utility:** Martin County Water District
Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence
County: Martin **Utility Type:** Water Districts
Home: [REDACTED] **Work:** [REDACTED] **Reason:** Billing (Billing policies/practices)
Fax: **CBR Nbr:** (none) ((none))
Cell: **Email:** [REDACTED] **Complaint referred by:**
Contacted Utility? **Spoke with:** Customer Service
Cust Relations: Failed To Correct Problem
Utility Contact: Marcie - Office Manager **Contact's** (606) 298-3885
Preliminary Description: Billing issues **Other Contacts:**
Processor: CAROLJ
See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 1/8/2020 8:19:25 AM

My parents Got a bill for 372.73 from them. I went to the water district because my mother received another high bill over +\$300 A "Marcie" from the MCWD told us she had a phone conversation with someone from the PSC named ""Carol" that said we had to be backed billed due to dead meter and us only being charged the minimum. According to Marcie, The board allegedly elected to not charge us (we used it, we will pay.). When asked when our bill would be correct to show actual usage "Marcie" and the other MCWD lady that just joined in our discussion couldn't give an answer. This guesstimating could be why this district is in so much distress. Today, we were told we owed \$41.67. I opted to pay an additional 17.37 for so many gallons per a chart the front desk had of to make up for what we possibly-per their guesstimating-dead meter happening-Carol at the PSC told Marcie over the phone to bill. Since they told me that they have to guess, I will be posting pictures of my family water meter daily. I have billing documents to show proof. I don't like this having to go ask what our real amount is. They system showing on thing and us paying another is not best practice for any business, especially one that has issues with bookkeeping.

Date: 1/10/2020 10:28:36 AM

From: Rachel B [REDACTED]
 Sent: Friday, January 10, 2020 8:54 AM
 To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
 Subject: Re: KY PSC Utility Inquiry

That's fine. I understand I'm not on the account. My parent can fix that. Its not going to stop me from complaining and calling them out on their questionable acts that has lead them to be the most dysfunctional and untrustworthy entity is existence.

My issue is that instead of billing us for 2000 gallons, the minimum amount that is their tariff agreement with you, they are only putting 1000 gallons of usage on the bill. So the most recent bill has 124 as the reading with 1000 usage but our meter shows 130 currently. If they would have been putting 2000 gallons on the bill as our minimum usage, we would be much closer to our actual usage. Now, when Alliance comes out and actually reads our meter, it's going to show much more usage and essentially price gouging us. If our bills had reflected the minimum 2000 gallons, we would be much closer to an true read.

2020-00021 (Continued)

To be told that the board voted to do this is another issue. Payment is not the issue. Having someone make the decision to not follow your counsel and not following their agreement in their tariff of a minimum 2000 gallons (same price as 1000) is the issue. This gives a very false reading on a used meter they did not zero out when they installed it. It would best serve you, the Martin County Water District and my parents to know who made the decision to not follow the agreement of minimum usage of 2000. To have a bill that shows no previous amount due, 1000 gallons of use and over \$300 is unreasonable. (See attached). Especially from an entity that has had issues with appropriate bookkeeping—one has to understand the lack of trust and understanding.

I had every intention of paying the full amount for my parent that was on the bill, however, I was told so many stories (PSC fault but good old boy Martin County mentality of we don't want to charge you, a broken unreadable radio meter, short-staffed, no one to read meters, board voted to manipulate your bill, etc) and guesstimations that no one could tell me exactly what we owed. Setting up a payment plan is not an issue. Simply knowing what you use, and what you owe isn't too much to ask. Having them follow an agreement that is on file with you isn't too much to ask—it's an expectation that keeps things like this from happening.

Utility Response:

Date: 1/8/2020 8:53:02 AM

Called and spoke to Marcie. Eventually she put Katrina on the call as well. Rachel Ball is not on the account. Advised that since Rachel is not on the account, I will not provide any account-specific information. Advised we received an e-mail from Rachel Ball regarding the account. Reviewed what we discussed about this account several weeks ago. I reiterated that we discussed her sending the back bill and went back and forth of what to say in the letter. Marcie acknowledged there was a change after that. She discussed it with the Water Board and was told not to back bill the customer. I clarified: the board told her to not follow the regulations. She confirmed that was true. She said she was put in an awkward position in the middle.

She said the problem was that she already added the back billed amount to the bill, and she forgot to take it off. All three – Rachel, Gary, and the mother came into the office. Marcie also had to estimate all January bills because there was no one to read the meter. Their system (probably because he was billed for zero usage for 19 of the last 21 months) only billed 1000 gallons. Marcie explained they will get a bigger bill next month. Their average usage is 4000 gallons. This also upset them so she advised they could pay extra to offset a higher bill next month. Advised Marcie that is the exact reason Gary contacted the Commissioner's office in the first place. He received a bill for 8000 gallons because he was underbilled the previous month. He'll just complain again next month. Marcie advised she explained it to him.

Katrina advised they are just trying to move forward and start fresh. There are more customers who were not billed for usage. She asked if they are supposed to back bill them too. Advised if she is following the law, then yes, she should. Martin County wants to take the easy way out. Explained that I had the difficult conversation with Gary Ball. I went over the regulations with Marcie. My role is to make sure the Rules and Regulations are followed by the utility and the customer. When I learned something was not being done correctly, I advised what the Regulations tell the utility to do. Suggested they all read the applicable Regulations.

Further explained that per 807 KAR 5:006, when a customer has been incorrectly billed, the utility is to determine the period the error existed and estimate what customer's bill should have been to either collect additional revenue or provide a refund. KRS 278.160 (2) says that no utility shall charge, demand, collect, or receive from any person a greater or LESS compensation for any service rendered. 807 KAR 5:006 (9)(1) says a utility should recover costs that will result in a monetary loss to the utility or increased rates to other customers to whom no benefits accrue from the service provided or action taken.

I asked Marcie if she explained the regulations to the Ball family. Marcie said she could not get a word in edgewise. Explained that based on Rachel's e-mail, when only my name is invoked and not the Regulation, it looks like I, personally, am randomly making them pay a back bill instead of making sure the Regulations are followed. Further advised that if it were up to me, if it was a choice between being berated by a customer over a billing dispute or just wiping away the bill, it would be so much easier to give the customer what they wanted, as they stated. Unfortunately, this is not Walmart and like other regulated utilities, Martin County should be following the Rules and Regulations. All customers should be treated the same (even if the customer is a reporter), and it is not fair to the customers who paid for usage that went through their meter. All other utilities follow the law and back bill. Evidently, Martin County has not been following the Regulations, which may be another reason why Martin County is in financial distress.

2020-00021 (Continued)

Advised I would give this to the Manager to determine how to proceed with the board flouting the Rules and Regulations. Marcie advised she would give the complaint to the General Manager, Craig Miller, to see how he wants to proceed. She doesn't think he was made aware of the situation. (It was not clear why he wasn't involved already when a discrepancy arose between what the Regulations say to do and what the board wants to do.)

Date: 1/8/2020 8:58:47 AM

E-mail to customer:

Thank you for contacting the Public Service Commission regarding Martin County Water. We contacted Martin County regarding this account, and they advised that you are not listed on the account. Therefore, we cannot provide specific account information to you.

When your dad, Gary Ball, called the PSC regarding a billing issue, he acknowledged that he had not been billed for any usage for about 10 months. He was advised in that phone conversation that anytime there is a problem with the meter, by law the utility is to determine the period the error existed and estimate what the usage should have been. If the average usage is 4000 gallons/month, and the account only paid the minimum covering 2000 gallons, the account should be billed for an additional 2000 gallons a month over the period of time when no usage was billed. Whenever a customer is back billed, the utility is required to allow for the repayment to be the same length of time as the back billing. The customer would need to request a payment arrangement with the utility.

According to 807 KAR 5:006:

If a customer has been incorrectly billed, except if a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility shall:

1. Immediately determine the period during which the error has existed;
2. Recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the underbilled customer; and
3. Readjust the account based upon the period during which the error is known to have existed.
 - b)1. If the period during which the error existed cannot be determined with reasonable precision, the time period shall be estimated using the data as elapsed time since the last meter test, if applicable, and historical usage data for the customer.
 2. If that data is not available, the average usage of a similar class of customers shall be used for comparison purposes in calculating the time period.
 - (c) If the customer and the utility are unable to agree on an estimate of the time period during which the error existed, the commission shall determine the issue based on this section.
 - (d) In an instance of customer overbilling, the customer's account shall be credited or the overbilled amount refunded at the discretion of the customer within thirty (30) days after the investigation is complete.
 - (e) A utility shall not require customer repayment of an underbilling to be made over a period shorter than a period coextensive with the underbilling.

According to KRS 278.160 (2):

No utility shall charge, demand, collect, or receive from any person a greater or less compensation for any service rendered or to be rendered than that prescribed in its filed schedules, and no person shall receive any service from any utility for a compensation greater or less than that prescribed in such schedules.

If a utility did not charge each customer for service customer used, it would result in a monetary loss to the utility or increased rates to other customers to whom no benefits were received per 807 KAR 5:006, Section 9 (1).

According to 807 KAR 5:006, Section 9 (1) in part:

A utility may make special nonrecurring charges to recover customer-specific costs incurred that would otherwise result in monetary loss to the utility or increased rates to other customers to whom no benefits accrue from the service provided or action taken.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00050 Entry Date: 1/14/2020 Closed Date: 1/30/2020 Contact Type: Hotline

Name: Fitch, Jannette and Elmer Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: Reason: Service quality/repair (Service outage/interruption) (none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email:

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Marcie - Office Manager Contact's (606) 298-3885

Preliminary Description: Other Contacts:

No water

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 1/14/2020 9:17:12 AM

Customer doesn't have water, but she gets a \$50 bill each month. Martin County tells her they are working on it. Her water goes out every night. Three years ago, she was promised a pump. She is tired of paying for water she can't use. She can't run her washer or dishwasher.

Date: 1/29/2020 2:29:58 PM

Called customer to see if Martin County had responded to her complaint since Martin County had not responded to the PSC. Reached customer's voice mail, but the mailbox was full.

Date: 1/30/2020 11:31:42 AM

Called customer and reached voice mail. Message could not be left because the mailbox was full.

Date: 3/5/2020 11:14:33 AM

Closing. No response from customer.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00055 Entry Date: 1/15/2020 Closed Date: 2/13/2020 Contact Type: Hotline

Name: Crum, Lon Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: Reason: Service quality/repair (Service outage/interruption) (none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email:

Contacted Utility? Spoke with: office

Cust Relations: Failed To Correct Problem

Utility Contact: Marcie Dials Contact's (606) 298-3885

Preliminary Description: Other Contacts:

no water since Friday

Processor: ROSEMARY

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes ● No ○

PSC Narratives: Investigator: ROSEMARY

Date: 1/15/2020 1:28:06 PM

Customer called said he has not had water since Friday. Please investigate.

Utility Response:

Date: 2/11/2020 4:35:10 PM

please provide update.

Date: 2/13/2020 4:16:10 PM

Lon Crum has water at this time. In January, the distribution crew was working on replacing a line in his area which caused him to have low pressure. They also had to adjust the PRV for several days to get the pressure regulated. After this was finished, his water service was restored. He has not called our office to report any problems since that time.

Marcie

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00174 **Entry Date:** 2/10/2020 **Closed Date:** 8/12/2020 **Contact Type:** Hotline

Name: Sumpter, Lee **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: [REDACTED] **Work:** **Reason:** Service quality/repair (Water pressure)
(none) ((none))

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:**

Contacted Utility? **Spoke with:** Office

Cust Relations: Failed To Correct Problem

Utility Contact: Marcie Dials **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**
problem with water pressure

Processor: ROSEMARY

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: ROSEMARY

Date: 2/10/2020 12:00:50 PM

Customer states that about 8 times a day his water pressure drops to barely a pencil stream out of his faucet. Until the new management came in he had no problem at all, but now when the pump station is running his pressure drops to barley anything or nothing at all. Please give background on issue to PSC. Thank you.

Utility Response:

Date: 2/13/2020 3:22:37 PM

Employees have been to Mr. Sumpter's residence several times. He has had between 38-40 lbs. PSI at his meter box each time. Customer's outside faucet was also checked and had good pressure. He has a problem on his side and just won't accept it.

Date: 2/13/2020 3:23:14 PM

Got it, is there anyway Marcie to put a pressure recorder on his meter for 7 days just to prove the pressure is good?

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch, Manager
211 Sower Blvd.
Frankfort, KY 40601
Office: 502-782-2576

Date: 3/30/2020 3:38:08 PM

Where do we stand with this complaint?

Date: 5/4/2020 12:26:39 PM

2020-00174 (Continued)

This one has gotten away from me, can you please update where we stand on this complaint?

Date: 8/12/2020 12:55:48 PM

refer to complaint 2020-00858

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00189	Entry Date: 2/13/2020	Closed Date: 3/30/2020	Contact Type: Hotline
Name: Carroll, Charles		Utility: Martin County Water District	
Address: [REDACTED]		Utility Nbr: 25000	Location: Residence
County: Martin		Utility Type: Water Districts	
Home: [REDACTED]	Work:	Reason: Billing (High bill/consumption) (none) (none)	
Fax:	CBR Nbr:	Complaint referred by:	
Cell: [REDACTED]	Email:		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Office		
	Cust Relations: Rude/Discourteous		
Utility Contact: Marcie Dials		Contact's (606) 298-3885	
Preliminary Description: high bill/consumption		Other Contacts:	
Processor: ROSEMARY			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input checked="" type="radio"/>

PSC Narratives:

Investigator: ROSEMARY

Date: 2/13/2020 12:02:03 PM

Customer is questioning his latest bill saying he used over 7,000 gallons of water in a month's time. Customer says he has been checking his meter and has not seen a lot of movement. Is this a new meter? May the PSC get a meter history for the past 6 months along with a copy of the most recent water and sewer bill. Thank you.

Utility Response:

Date: 2/14/2020 2:32:58 PM

Mr. Carroll came in to the office very upset about his bill. Helen tried to explain to him how to check his meter and reading. He said the meter was junk and was very irate. Helen was not rude to him, but he was very argumentative and would not listen to anything she said. He also told her to shut her mouth. The office staff has told him the information he needs to find his problem.

His meter was changed out in August due to a leak at the meter and also in October. I am not sure why it was changed in October, but probably because he was complaining about his bill. His bill was estimated in December at 1,000 gallons (the computer estimated it), and he usually uses 4,000 gallons. Because the December estimate was low, the usage caught up the next month when it was actually read. He has had 3 different meters, and his usage has stayed at an average of 4,000 gallons. He says his meter doesn't show a leak so I believe he is using the water.

Marcie



PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00473	Entry Date: 5/1/2020	Closed Date: 5/5/2020	Contact Type: Hotline
Name: Williamson, Nicole and Brandon	Utility: Martin County Water District	Utility Nbr: 25000	Location: Residence
Address: [REDACTED]	Utility Type: Water Districts	Reason: Billing (High bill/consumption) (none) (none)	
County: Martin	Home: [REDACTED]	Work:	
Fax:	CBR Nbr:	Complaint referred by:	
Cell:	Email:		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Customer Service		
	Cust Relations: Failed To Correct Problem		
Utility Contact: Marcie Dials	Contact's (606) 298-3885		
Preliminary Description: High bill	Other Contacts:		
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input checked="" type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: CAROLJ

Date: 5/1/2020 12:40:34 PM

Customer's bill is normally around \$50. That is what it was last month. This month the bill was \$158 for water and \$167 for sewer. She doesn't have any leaks. When she called Martin County she was told to check the meter. Martin told her the meter was read.

Discussed meter testing process with customer.

Utility Response:

Date: 5/5/2020 2:12:47 PM

Hello Carol, I have attached usage and payment history for Brandon Williamson. It appears that in December 2019 Mr. Williamson had missed a payment on his water and sanitation accounts. And then again in April. That would explain why his bills were higher than normal. It was actually for more than one month. Thanks,
Katrina Sansom
Office Manager

Date: 5/5/2020 2:37:57 PM

History was provided. It was somewhat hard to understand. On 3/20/20 customer was billed \$67.72 for water. Customer only paid \$45.52 that month. The \$22.20 balance wasn't paid until 5/1/20. On 4/20/20, customer was billed \$59.04. Part of that bill (\$52.50) was paid on 5/1/20, which still left \$6.54 owed. On 5/20/20, customer was billed \$67.72, which has not been paid. By my calculations, customer owes \$74.26 for water.

For sewer: On 3/20/20 customer was billed \$75.50. Customer paid \$45.94 on 3/18, which left \$29.56 owed. That wasn't paid until 5/1. On 4/20, customer was billed \$61.40. Customer paid \$53.44 on 5/1, which left \$7.96 owed. On 5/20/20, customer was billed \$75.50. By my calculations, customer owes \$83.46 for sewer.

2020-00473 (Continued)

Total owed for water and sewer is \$157.72.

Date: 5/5/2020 2:38:56 PM

E-mailed Katrina Sansom to see if someone contacted customer to discuss her account.

Date: 5/5/2020 3:35:09 PM

From: Katrina Sansom <ksansom@alliancewater.com>

Sent: Tuesday, May 5, 2020 2:45 PM

Cc: Craig Miller <cmiller@alliancewater.com>

Subject: RE: Williamson -- 2020-473

Yes. Marcie had originally spoken with Mrs. Williamson about her bill. I have also spoken to her today on the phone. She said that the problem was resolved when she spoke with Marcie. She also stated that she tried to call back you to let you know.

Mrs. Williamson stated that she realized she missed a payment in April and that was the issue.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00633 **Entry Date:** 6/4/2020 **Closed Date:** 6/4/2020 **Contact Type:** E-Mail

Name: Fuggitt, Gabriel **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: **Work:** [REDACTED] **Reason:** Billing (High bill/consumption)
(none) (none)

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:** [REDACTED]

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**

High bill

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 6/4/2020 8:05:45 AM

I pay my water bill on the first of every month. It is about \$40.00 each month use about 1,000 gallons. When the bill came in it was about \$111 For 9,000 gallons used for April, they also changed out the meter around April because they said they couldn't see the numbers. I didn't not use that much, I don't even have a water leak. They put that on the bill a month after they said they did. I had water ever since August of 2019, April 2020 is when they also said that's when they came out. I was gone most of the month because I had the power worked on. They never told me they changed out the meter until I called in to ask about the bill being to high. They said it went through the meter. They probably didn't write down the numbers when they put it in because by my calculation it was 8 months each month about 1,125 gallons was used since Augusta to April, I also paid each month. I don't think I should pay for 9,000 gallons used in one month. Because I no I have not.

Utility Response:

Date: 6/4/2020 3:31:42 PM

We looked into his complaint, and he was right. Apparently, too many numbers for the meter reading were written down on the work order when his meter was installed. 10020 was the beginning reading and 10029 was the reading when they changed it out. The beginning reading should've been 1002 and the end reading should have been 1002. The first 5 numbers were used instead of the first 4. This has been fixed, and his bill is corrected. If you need anything else, let me know.

Marcie

Date: 6/4/2020 3:35:37 PM

The dollar amount of the adjustment is \$69.46.

Date: 6/4/2020 3:37:36 PM

E-mail to customer:

2020-00633 (Continued)

Thank you for contacting the Commission regarding Martin County Water District. We contacted Martin County Water and received the following response:

We looked into his complaint, and he was right. Apparently, too many numbers for the meter reading were written down on the work order when his meter was installed. 10020 was the beginning reading and 10029 was the reading when they changed it out. The beginning reading should've been 1002 and the end reading should have been 1002. The first 5 numbers were used instead of the first 4. This has been fixed, and his bill is corrected. The dollar amount of the adjustment is \$69.46.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00840 **Entry Date:** 7/21/2020 **Closed Date:** 8/4/2020 **Contact Type:** E-Mail

Name: Blackburn, Donald **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: [REDACTED] **Work:** [REDACTED] **Reason:** Service quality/repair (Water pressure)
(none) ((none))

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:** [REDACTED]

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**
Low water pressure

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 7/21/2020 7:46:54 AM

We have had extremely low water pressure for months have complained to the water coming numerous times. My dad lives beside me has the same problem he is on a separate meter. Our pressure runs from 10- 30 pounds daily but mostly below 20 pounds. We can't rinse the soap out of our hair when we shower, can't wash a load of clothes showe at the same time but are paying this outrageous water bills when we don't have enough water.

Date: 7/24/2020 12:38:12 PM

Below is the result of your feedback form. It was submitted by (gblackburn1993@outlook.com) on Friday, July 24, 2020 at 11:48 AM

Name: Donald Lee Blackburn
Address: [REDACTED]
City: [REDACTED]
State: Ky
Zip Code: 41224
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Martin County Water
State the nature of your concern: Extremely low water pressure, I have filed before but didn't get a response back from you. Please fix this problem
Have you contacted the utility about the problem: Yes

Utility Response:

Date: 7/24/2020 12:41:30 PM

Email to Martin County Water:

2020-00840 (Continued)

Customer contacted the PSC on 7/21 regarding low pressure. He contacted us again today regarding the same issue; however, he provided a last name. We will advise him we have not received a response yet. As with the previous low water complaint that I sent you today, please put a 7 day pressure recorder on the meter if you haven't already. Thanks!

Date: 7/24/2020 12:43:43 PM

Email to customer:

Thank you for contacting the Kentucky Public Service Commission regarding your water pressure with Martin County Water. We received the previous inquiry you referenced on 7/21 – three days ago; however, you did not provide a last name at that time.

The Commission regulates the rates and service of natural gas, water, electric, and certain sewer utilities as defined by the General Assembly. Per 807 KAR 5:066, Section 5, the pressure on the meter cannot fall below 30 psi and cannot exceed 150 psi. We have requested that Martin County place a pressure recorder on your meter for at least a 7 days. We will advise you once we have received the results.

Date: 7/24/2020 2:43:42 PM

Our Local Manager assured me that they have already begun an investigation on this situation today. I will get back to you next week.

Thanks,
Katrina

Date: 8/4/2020 3:58:12 PM

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward. We do not own an actual recorder so we will have to check the water pressure daily. We can do this if the PSC would allow.

Respectfully,

Katrina Sansom

Date: 8/4/2020 4:01:53 PM

Email to customer:

Thank you for contacting the Commission regarding your water pressure with Martin County Water. Martin County provided the response copied below. Please advise if this has not corrected your water pressure issues.

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward.

Date: 8/6/2020 9:16:11 AM

Emailed customer and asked customer to let me know if his issues have not been resolved. No response from customer. Closing complaint.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00858 **Entry Date:** 7/24/2020 **Closed Date:** 8/4/2020 **Contact Type:** E-Mail

Name: Sumpter, Samuel Lee **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: [REDACTED] **Work:** **Reason:** Service quality/repair (Water pressure)
(none) ((none))

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:** [REDACTED]

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**
low water pressure

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives: Investigator: CAROLJ

Date: 7/24/2020 8:58:50 AM

I have been having extremely low water pressure for a long time. I have reported it almost every week to the water company but they have done nothing to help me. My wife is an invalid and has to be bathed frequently but it's sometimes not possible to give her a shower when water won't come through the shower head due to low pressure. I bought my own pressure gauge to check my pressure on an outside spigot, it is always 20 pounds or below

Note: Please place a pressure recorder on customer's meter for at least 7 days and provide the results to the PSC.

Utility Response:

Date: 7/24/2020 9:02:03 AM

Email to customer:

Thank you for contacting the Kentucky Public Service Commission regarding your water pressure with Martin County Water.

The Commission regulates the rates and service of natural gas, water, electric, and certain sewer utilities as defined by the General Assembly. Per 807 KAR 5:066, Section 5, the pressure on the meter cannot fall below 30 psi and cannot exceed 150 psi. We have requested that Martin County place a pressure recorder on your meter for at least a 7 days. We will advise you once we have received the results.

Date: 8/4/2020 4:04:23 PM

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward. We do not own an actual recorder so we will have to check the water pressure daily. We can do this if the PSC would allow.

2020-00858 (Continued)

Respectfully,

Katrina Sansom

Date: 8/4/2020 4:05:00 PM

Email to customer:

Thank you for contacting the Commission regarding your water pressure with Martin County Water. Martin County provided the response copied below. Please advise if this has not corrected your water pressure issues.

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward.

Date: 8/6/2020 9:16:26 AM

Emailed customer and asked customer to let me know if his issues have not been resolved. No response from customer. Closing complaint.

PSC Consumer Inquiry System

9/1/2021

Complaint: 2020-00868 Entry Date: 7/27/2020 Closed Date: 8/6/2020 Contact Type: E-Mail

Name: Stafford, Rita Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: [REDACTED] Reason: Service quality/repair (Water pressure)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Low water pressure

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 7/27/2020 7:40:47 AM

No water pressure. When u flush the toilet it takes forever for it to fill. Laundry dishes, etc same way. We had this issue before and I messaged a friend whose husband worked there and she said he would go see what the pressure was on. He turned it up and we were fine. I want to go see what the pressure is set on to see if they are lying

Utility Response:

Date: 7/27/2020 7:40:47 AM

Thank you for contacting the Kentucky Public Service Commission regarding your water pressure with Martin County Water.

The Commission regulates the rates and service of natural gas, water, electric, and certain sewer utilities as defined by the General Assembly. Per 807 KAR 5:066, Section 5, the pressure on the meter cannot fall below 30 psi and cannot exceed 150 psi. We have requested that Martin County place a pressure recorder on your meter for at least a 7 days. We will advise you once we have received the results.

Date: 8/4/2020 4:03:58 PM

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward. We do not own an actual recorder so we will have to check the water pressure daily. We can do this if the PSC would allow.

Respectfully,

Katrina Sansom

Date: 8/4/2020 4:05:24 PM

2020-00868 (Continued)

Email to customer:

Thank you for contacting the Commission regarding your water pressure with Martin County Water. Martin County provided the response copied below. Please advise if this has not corrected your water pressure issues.

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward.

Date: 8/6/2020 9:20:07 AM

Katrina called to check on her open complaints on Blackburn Road. Advised that two specifically mentioned Blackburn Road, but two did not. Asked if the other two were related. She said they had leaks that were repaired. Asked her to send me an email with an explanation to put into the complaint form. Advised that I emailed customers but had not heard back.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00867	Entry Date: 7/27/2020	Closed Date: 8/6/2020	Contact Type: E-Mail
Name: Triplett, Polly	Utility: Martin County Water District	Utility Nbr: 25000	Location: Residence
Address: [REDACTED]	Utility Type: Water Districts	Reason: Service quality/repair (Water pressure) (none) ((none))	
County: Martin	Home: [REDACTED]	Complaint referred by:	
Fax: [REDACTED]	Work: [REDACTED]		
Cell: [REDACTED]	CBR Nbr: [REDACTED]		
Contacted Utility? <input checked="" type="checkbox"/>	Email: [REDACTED]		
	Spoke with: Customer Service		
	Cust Relations: Failed To Correct Problem		
Utility Contact: Katrina Sansom	Contact's (606) 298-3885	Other Contacts:	
Preliminary Description: Low water pressure			
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input checked="" type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: CAROLJ

Date: 7/27/2020 7:37:18 AM

I don't have no water pressure and I have told them time and time again. And I would really like it if you could help me get water pressure.

Utility Response:

Date: 7/27/2020 7:39:17 AM

Email to customer:

Thank you for contacting the Kentucky Public Service Commission regarding your water pressure with Martin County Water.

The Commission regulates the rates and service of natural gas, water, electric, and certain sewer utilities as defined by the General Assembly. Per 807 KAR 5:066, Section 5, the pressure on the meter cannot fall below 30 psi and cannot exceed 150 psi. We have requested that Martin County place a pressure recorder on your meter for at least a 7 days. We will advise you once we have received the results.

Date: 8/4/2020 4:04:06 PM

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward. We do not own an actual recorder so we will have to check the water pressure daily. We can do this if the PSC would allow.

Respectfully,

Katrina Sansom

Date: 8/4/2020 4:05:14 PM

2020-00867 (Continued)

Email to customer:

Thank you for contacting the Commission regarding your water pressure with Martin County Water. Martin County provided the response copied below. Please advise if this has not corrected your water pressure issues.

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward.

Date: 8/6/2020 9:19:55 AM

Katrina called to check on her open complaints on Blackburn Road. Advised that two specifically mentioned Blackburn Road, but two did not. Asked if the other two were related. She said they had leaks that were repaired. Asked her to send me an email with an explanation to put into the complaint form. Advised that I emailed customers but had not heard back.

Date: 8/28/2020 8:48:52 AM

We have ordered a pressure recorder but have not received it. I will let you know when it has been received and placed at Mrs. Triplett's.

Thanks,
Katrina

PSC Consumer Inquiry System

9/1/2021

Complaint: 2020-00868 Entry Date: 7/27/2020 Closed Date: 8/6/2020 Contact Type: E-Mail

Name: Stafford, Rita Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: [REDACTED] Reason: Service quality/repair (Water pressure)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Low water pressure

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 7/27/2020 7:40:47 AM

No water pressure. When u flush the toilet it takes forever for it to fill. Laundry dishes, etc same way. We had this issue before and I messaged a friend whose husband worked there and she said he would go see what the pressure was on. He turned it up and we were fine. I want to go see what the pressure is set on to see if they are lying

Utility Response:

Date: 7/27/2020 7:40:47 AM

Thank you for contacting the Kentucky Public Service Commission regarding your water pressure with Martin County Water.

The Commission regulates the rates and service of natural gas, water, electric, and certain sewer utilities as defined by the General Assembly. Per 807 KAR 5:066, Section 5, the pressure on the meter cannot fall below 30 psi and cannot exceed 150 psi. We have requested that Martin County place a pressure recorder on your meter for at least a 7 days. We will advise you once we have received the results.

Date: 8/4/2020 4:03:58 PM

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward. We do not own an actual recorder so we will have to check the water pressure daily. We can do this if the PSC would allow.

Respectfully,

Katrina Sansom

Date: 8/4/2020 4:05:24 PM

2020-00868 (Continued)

Email to customer:

Thank you for contacting the Commission regarding your water pressure with Martin County Water. Martin County provided the response copied below. Please advise if this has not corrected your water pressure issues.

Distribution staff have been working tirelessly in an effort to correct the low pressure problem on Blacklog Rd. After much investigation, we have found a pressure regulator that was not working correctly and was clogged. We have cleaned the regulator, replaced the pressure gauges and increased the water pressure on the homes to 65psi with the pump running and without. They should have good water pressure going forward.

Date: 8/6/2020 9:20:07 AM

Katrina called to check on her open complaints on Blackburn Road. Advised that two specifically mentioned Blackburn Road, but two did not. Asked if the other two were related. She said they had leaks that were repaired. Asked her to send me an email with an explanation to put into the complaint form. Advised that I emailed customers but had not heard back.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00910 **Entry Date:** 8/6/2020 **Closed Date:** 4/21/2021 **Contact Type:** Hotline

Name: Preece, James and Linda **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: **Work:** **Reason:** Billing (Billing policies/practices)
(none) ((none))

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:** [REDACTED]

Contacted Utility? **Spoke with:** Office

Cust Relations: Not Knowledgeable

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: billing issues **Other Contacts:**

Processor: ROSEMARY

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: ROSEMARY

Date: 8/6/2020 11:31:35 AM

Customer has been in office several times this week and no one can explain his billing. Why was there a bill sent for only 12 days? The meter read is incorrect, customer has provided a copy of the meter reading from Monday of this week, which was 562070, where did the reading come from that is recorded on the bill? What does the codes mean on the bill, WA, DS, MS and TX? Why on the bill dated 7/31/2020 there were no additional charges on it?

Utility Response:

Date: 8/10/2020 2:57:55 PM

From: Helen Proctor <hproctor@alliancewater.com>
Sent: Thursday, August 6, 2020 4:42 PM
To: Katrina Sansom <ksansom@alliancewater.com>; Debbie Osborne <dosborne@alliancewater.com>
Subject: RE: Preece

Martin County Water District had noticed an issue with the Incode billing dates after the bills for July were printed and mailed. Alliance IT contacted Incode earlier this week and had that issue corrected.

Brad and Linda Preece contacted MCWD on 8-3-20 and requested a re-read service order. The service order was turned into the office on 8-5-20. The billed reading was incorrect.

After discussing the reading error with Division Manager Craig Miller and Office Manager Katrina Sansom, I was given instruction to complete a billing adjustment. The billing adjustment was completed on 8/6/20. I have included the corrected billing amount, as well as the before and after screen shots of the bill adjustment.

I have included the meter reading worksheet for the origin of the reading.

To address the codes on the bills, I am including the billing legend that was printed on the backs of all bills for the July billing, as requested by the PSC.

James and Linda Preece was contacted on 8/6/20 and given the corrected total of their bill.

2020-00910 (Continued)

Helen Proctor

Date: 8/13/2020 11:20:16 AM

Professional Water and Wastewater Operations

August 11, 2020

Dear customers of Martin County Water District:

As you are aware, Martin County District has recently converted to a new billing software system, Incode.

During the transition, the District discovered a dating discrepancy on the customer's current bills, due 8/20/20. The correct service dates for the billing are 6/20/20 to 7/20/20. This was an Incode internal issue, and it has been corrected.

While we have confidence in the accuracy of our meter reading, if for some reason you feel that your billed amount is inaccurate, please do not hesitate to contact our office and we will investigate each case individually.

In the future, the bills will have the accurate dates.

We apologize for the confusion. As always, if you have an individual issue please contact the office so we can address that as timely as possible.

Sincerely,

Craig Miller
Division Manager
Alliance Water Resources
Martin County Water District

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00918 Entry Date: 8/7/2020 Closed Date: 9/1/2020 Contact Type: Hotline

Name: Newsome, Nancy Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email:

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

High bill

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/7/2020 1:27:09 PM

Customer's bill this month for 7/7 to 7/20 (13 day) is \$143.22. She hasn't been home. She is 75 years old and doing chemotherapy treatments. Her bill is normally \$74.18. She was told the meter is radio read. Due to her health, she cannot check the reading on the bill to see if the reading is correct.

For the last four months, her friend has been writing a check for her bill (and she gives her friend the money). The friend said the check for her most recent bill was cashed, but the bill doesn't show a previous payment. She wonders if she was given credit for last month's bill. When she asked, she was told go to the mayor's office.

Date: 9/1/2020 2:54:33 PM

Sent complaint to Martin County on 8/7. Sent update requests on 8/17 and 8/24. After over three weeks, I have not received a response. Called customer. She said someone came and knocked on her door after she called the PSC. They were really nice. She doesn't fully understand what happened, but she went ahead and sent a check to pay the bill. The check has been cashed. She was billed 5000 gallons even though she hasn't been home. She was told it should go back down to normal next time. She is going to give the new company a chance even though she doesn't understand what happened. She'll call back next month if it still isn't right.

Utility Response:

Date: 8/17/2020 3:57:04 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:41:28 PM

2020-00918 (Continued)

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:06:44 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/3/2020 8:00:59 AM



Water Service Dates: September 2018 to present

2018 Usage Actual/Estimated 2019 Usage Actual/Estimated 2020 Usage Actual/Estimated
Sept 2,000 Actual Jan 2,000 Actual Jan 1,000 Actual
Oct 2,000 Actual Feb 3,000 Actual Feb 1,000 Actual
Nov 2,000 Actual Mar 1,000 Actual Mar 1,000 Actual
Dec 1,000 Actual Apr 3,000 Actual Apr 1,000 Actual
May 1,000 Actual May 1,000 Actual
Jun 2,000 Actual Jun 2,000 Actual
Jul 3,000 Actual Jul 5,000 Actual
Aug 1,000 Actual Aug 2,000 Actual
Sept 2,000 Actual
Oct 2,000 Actual
Nov 1,000 Actual
Dec 2,000 Actual

The dating issue on Nancy Newsome's bill was due to a dating error on Incode. The issue has been addressed and corrected.

Mrs. Newsome questioned if her higher bill was due to a previous balance, and the billing office examined her account and told her that the account was paid up to date. The usage for her July bill was 5,000 gallons, which is more than her typical bill.

She said no one ever reads her meter, we explained that she has a Sensus Radio Read meter, and that is read electronically

every month. She was not satisfied with her conversation with the billing office.

Alliance Water District Manager, Craig Miller, went to the home of Mrs. Newsome and verified her meter information. The reading was correct. Mr. Miller explained this to Mrs. Newsome in person.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00928	Entry Date: 8/10/2020	Closed Date: 9/1/2020	Contact Type: E-Mail
Name: Ward, Tina	Utility: Martin County Water District		
Address: [REDACTED]	Utility Nbr: 25000	Location: Residence	
County: Martin	Utility Type: Water Districts		
Home:	Work:	Reason: Billing (High bill/consumption) (none) (none)	
Fax:	CBR Nbr:	Complaint referred by:	
Cell:	Email: [REDACTED]		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Customer Service		
Cust Relations: Failed To Correct Problem			
Utility Contact: Katrina Sansom	Contact's (606) 298-3885		
Preliminary Description: High bill	Other Contacts:		
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input checked="" type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input checked="" type="radio"/>

PSC Narratives:

Investigator: CAROLJ

Date: 8/10/2020 1:35:01 PM

I was simply emailing to try to get some questions answered. For the past long while my water bills just keeps raising higher and higher each month. Well when you can actually get a hold of some one to talk to about the water at the office its always they can never explain for the raising of the bills. They always say you must have a leak! We have not got a leak it has been checked numerous times and I tell them that, does no good. Well this month my bill is **higher** than it has ever been which is saying I used 12,500 gallon NO WAY! A bill for \$132.85 or \$145.03 if past due. I use the same each month, no swimming pool, no washing cars, etc only for washing our clothes/bathing in it. We buy our water for drinking/cooking but still its always crawling higher and higher with no explanation! I know its not just me now since everyone is complaining about their bills going up so much this month so please help us all here in Martin County to get some answers to where we can afford to pay the bill. A unemployed Family like many more that needs help!.... Thank you so much for your time.

Utility Response:

Date: 8/17/2020 3:57:12 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:41:20 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:06:36 PM

2020-00928 (Continued)

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 8/27/2020 12:39:37 PM

We have spoken with Mrs. Ward several times. The new billing software has been explained to her and she understands. She will continue to look for a leak. Please let me know if you have any further questions.

Thanks,
Katrina

Date: 8/27/2020 12:41:00 PM

Email to Katrina:

Thanks. Please provide a two year usage/billing history for this account. Please verify that the meter has been read and not estimated.

Date: 8/28/2020 7:59:47 AM

Please find attached the usage and billing information for Tina Ward that you had requested. Notice on the usage pages it shows that whether the reading was actual (Act) or estimated (Est).

Thank you.

Date: 8/28/2020 8:29:48 AM

Email to Katrina:

Thanks. For future reference, when we request a two year usage/billing history, please provide a summary that shows at least the usage, bill amount, and indicate if the meter was read or estimated.

I looked through all 25 pages of the usage history, and I made a list by year. I determined her average usage for July 2018 and July 2019 was 3500 gallons. It appears there is either a new meter or something changed in July 2020. The usage that month was 12,550 – roughly 3.5 times what her previous two years averaged. I could see that her bill was read every month except December 2019. I could not find any indication of reading or estimation for the July 2020 reading.

During 2018, she averaged 3833 gallons/month. During 2019, she averaged 4250 gallons/month. During 2020, she averaged 6666 gallons/month before July 2020.

The reading on the July bill shows a previous reading of 54500 and a present reading of 55755. When you subtract those two numbers you get 1255. Yet, customer was billed 12,550. This doesn't make any sense to me.

Please explain.

Date: 8/28/2020 8:48:09 AM

Katrina sent 25 pages with a partial screenshot for each month from July 2018 to July 2020 showing the usage. She sent 25 other pages for the billing history.

I summarized the usage history below:

2020-00928 (Continued)

7/20/18 3000
8/20/18 5000
9/20/18 3000
10/20/18 5000
11/20/18 3000
12/20/18 4000
23,000 divided by 6 months equals 3833/month average

1/20/19 3000
2/20/19 4000
3/20/19 3000
4/20/19 5000
5/20/19 4000
6/20/19 5000
7/20/19 4000
8/20/19 6000
9/20/19 4000
10/20/19 4000
11/20/19 5000
12/20/19 4000 Estimated reading
51,000 divided by 12 months equals 4250/month average

1/20/20 7000
2/20/20 5000
3/20/20 6000
4/20/20 7000
5/20/20 7000
6/20/20 8000
7/20/20 12550 (No indication of read or estimated)

Pre July 2020 total was 40,000 divided by 6 equals 6666 gallons/month

For the usage until July, it appears the readings were subtracted and multiplied by 100. (342 minus 340 equals 2 x 100 equals 2000 gallons)

Date: 9/1/2020 3:15:55 PM

I apologize! I thought I sent this to you already. I know I sent the explanation of the dates. Did you receive that?
I have attached the explanation we had posted on Facebook for our customers and what we are explaining to the customers that call. Let me know if you have any further questions.
Katrina

Sent: Tuesday, September 1, 2020 2:42 PM
To: Katrina Sansom <ksansom@alliancewater.com>
Subject: RE: Preece – 2020-938

What is your billing process and software? No one has explained to me what the issue is with all of these complaints.

Date: 9/1/2020 3:16:24 PM

August 12, 2020

Dear customers of Martin County Water District:

As you are aware, Martin County Water District has recently converted to a new billing software system, Incode. This software upgrade was essential to the District in order to gain a wide range of reporting and billing capabilities, as well as more precise billing.

2020-00928 (Continued)

The former software, Bill Xpress, calculated only the first four digits of a water meter. With Incode, we are calculating every digit of the meter with exception of anything beyond the decimal point on a digital meter.

For example, a meter that reads 0123456.70 is recorded into the meter reading entry as 12345. The last whole number, which in this example is 6, along with the .70, is dropped from the entry. This is removing the ones place on the reading. During the bill calculation process, Incode is set to use a multiplier of 10. This puts the ones place back onto the meter reading, thus, billing in an even number.

Using the example above, if the prior reading was 122456.70, and the new meter reading was 123456.70 Incode would calculate the difference between the previous reading and the current (or present) reading. $12345 - 12245 = 100$. Once Incode multiplies by 10, this meter reading entry would accurately calculate the bill at 1,000 gallons.

While we have confidence in the accuracy of our meter reading, if for some reason you feel that your billed amount is inaccurate, please do not hesitate to contact our office and we will investigate each case individually.

Sincerely,

Craig Miller
Division Manager
Alliance Water Resources
Martin County Water District

Date: 9/1/2020 3:26:30 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns and they provided the following response:

We have spoken with Mrs. Ward several times. The new billing software has been explained to her and she understands. She will continue to look for a leak.

After repeated requests for an explanation, today Martin County provided the attached explanation of their new billing software. We also requested a usage history. The history showed your average usage for July 2018 and July 2019 was 3500 gallons. It appears there is either a new meter or something changed in July 2020. The usage that month was 12,550 – roughly 3.5 times what you usage for the previous two years averaged. Your meter was read every month except December 2019.

During 2018, you averaged 3833 gallons/month. During 2019, you averaged 4250 gallons/month. During 2020, you averaged 6666 gallons/month before July 2020.

The reading on the July bill shows a previous reading of 54500 and a present reading of 55755. When you subtract those two numbers you get 1255. Yet, you were billed 12,550. We requested an explanation from Martin County, but Martin County has not responded to repeated attempts to get an explanation. It is possible that you had a leak, which could explain the high usage.

If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Formal Forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/2/2020 2:14:45 PM

Katrina called. She put me on speaker phone but didn't identify anyone else on the call. She asked me if I received the letter explaining their new billing system. Confirmed I had. She insinuated that the letter would answer all the billing complaints against Martin County. Advised that I would need a response specific to each complaint. I needed her to confirm the meter had been read, she needed to provide a usage history for the billing complaint, and advised the result of her contact with the customer.

2020-00928 (Continued)

Further advised (as nicely as I could) that after three weeks of my trying to get responses to the inquiries, I finally emailed the customers yesterday. I told her it felt like pulling teeth to get responses. If I had any kind of response, I provided that to customer. Advised customer Martin may have answered their inquiry, but if not they may wish to file the formal forms I attached to the email. She said they had been busy, they are down people, etc.

Since I head back from Ms. Ward, I asked what the reading was for this month and if it went down. She put me on hold and came back about 5 minutes later. She said the reading on 8/20 was 12,650. I advised that two reading in a row over 12,000 was not in line with her history. She said they re-checked the meter, but then explained they gave customer the reading and had the customer verify if the reading was correct. She said Ms. Ward indicated the reading was correct. She said their GM called the ones that had issues and she called some of the others whose bills were correct.

She started explaining that on June 18 they paralleled the old and new systems. On June 24 they went to Incode only. They stopped billing by the thousands and billed by the tens. She said they took a picture of every meter and compared them to make sure they are correct. She said they had some meters with 5 numbers and some with 4 numbers but they were only reading 4 numbers. For some of the meters with 5 numbers, they weren't being read correctly and they have been working on correcting them. I asked if the meters were changed, and she said none were changed. I commented that if the meters weren't changed, then if you subtract a five numbers reading (instead of 4) from a five number reading (instead of 4), you would still get the same number of gallons used. It wouldn't cause people to be billed two or three times the amount they normally use. She said she would transfer me to someone who could answer the question.

Someone answered but didn't identify herself or seem to know why she was speaking to me. I advised that Katrina just transferred me and asked if Katrina explained why she was transferring me to her. She asked who she was speaking to. I answered and advised Katrina transferred me for her to explain the meters. She said she had been sitting right there (listening to the conversation). I'm not sure why she acted like she received some random call when she picked up. She said they have 13 different types of meters. None were changed. She said none only have 4 numbers but they only read 4 digits. They are reading all digits on the dials except one after the decimal.

I commented that even if more numbers are being read the usage shouldn't change other than by the fourth number that hadn't roller over yet. (For example, if the previous reading was 12345 and new reading was 14567 the difference between the two numbers is 2222. If only four numbers were read, the previous reading on the same meter would be 1234 and the new reading would be 1456, The difference is 222 multiplied by 10 would be 2220. That is only a difference of 2 gallons -- negligible until it rolled over.) She didn't answer but started talking about the meters. I gave up. I don't think they want to or know how to explain the issues customers are complaining about. They just want you to accept they are correct.

Advised I had already told Katrina that I emailed the customers so we'll see if they respond.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00931 Entry Date: 8/11/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Stayton, Leonard Lisa Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: [REDACTED] Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Questions calculation of reading

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/11/2020 7:30:21 AM

Re: Account No. [REDACTED] located at [REDACTED] My bill dated 07/31/2020 shows a previous meter reading of 40700, current meter reading of 43605, and usage 29050. However, 43605-40700=2905 (not 29050). The water district insists the bill is correct because the 7-digit meter reading on Aug. 10 was 445860. All other customer bills, including ours since about 1984, are calculated simply by subtracting the previous reading from the current reading (with no hidden digits at the end or beginning added to the difference). We do not believe two people used 29,050 gallons of water here last month.

We will fax our bill to the number below. Thank you for your time and consideration.

Utility Response:

Date: 8/17/2020 3:57:21 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:41:09 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:06:25 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure

2020-00931 (Continued)

why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 8/28/2020 7:55:06 AM

Mrs. Stayton has been counseled on how to read water meter, although she does not agree. As you can see under the PSC narrative, when you add the dead zero she used 29,050 gallons, just as she had recorded on the narrative. We feel that she has had this usage for three months in a row and should monitor her usage more carefully.
Thanks.

Date: 8/28/2020 7:58:54 AM

Email to Katrina:

Thanks. Customer advised 40700 is the previous reading and 43605 is current meter reading. When you subtract the two numbers, you get 2905. However, she was billed 29050. This doesn't make any sense to me either. Please explain.

Also, please provide a two year billing/usage history.

Date: 9/1/2020 3:35:41 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns and they provided the following response:

Mrs. Stayton has been counseled on how to read water meter, although she does not agree. As you can see under the PSC narrative, when you add the dead zero she used 29,050 gallons, just as she had recorded on the narrative. We feel that she has had this usage for three months in a row and should monitor her usage more carefully.

You advised 40700 is the previous reading and 43605 is current meter reading. When you subtract the two numbers, you get 2905. However, you were billed 29050. We requested an explanation from Martin County, but Martin County has not responded to repeated attempts to get an explanation. It is possible that you had a leak, which could explain the high usage.

If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Formal Forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/2/2020 8:10:18 AM

From: Lisa Stayton [REDACTED]
Sent: Tuesday, September 1, 2020 8:23 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: Re: KY PSC Utility Inquiry

Thank you for attention to this matter. It's true that my bill has been high for three months in a row. However, I do not have a leak. In mid-April, we uncovered our pool and discovered water had leaked. We had to fill it. We continued to lose water during May, until the seal around a light was repaired and the leak stopped. That is the reason we didn't question two high usage bills. However, during the month in question, the pool did not leak or require the water hose. We believe the usage should be much less than the previous two months. Considering the large number of customers who contacted me saying they also were billed for tens of thousands of gallons, and even more who said their bills doubled or tripled, we believe an

2020-00931 (Continued)

error occurred, perhaps in the reading of the meter, entry into the billing system, or the wrong multiplier was used. We paid our bill while others will never be able to pay. We appreciate the instruction in meter reading, even if we already know how to compare two numbers and subtract the difference. It remains that on the face of the bill, the math was incorrect.

We shouldn't need to monitor our usage when we pay so well for Alliance to do that for us. However, we are watching the meter very closely and taking pictures. Next time a bill like this one comes, we will know if the meter hasn't really been read for six months, but estimated and then read.

Again, thank you for your time and consideration.
Sent from my iPhone

Date: 9/3/2020 8:50:37 AM

Carol, I realized I missed Lisa Stayton. If it is still open I will send explanation tomorrow. Please let me know if I left anyone else out or if you have any more questions on the ones I just sent.
Thanks.

Katrina Sansom, Ofc Mgr/District Clerk
Alliance Water Resources Inc
Martin County Water & Sanitation Districts
387 E Main St, Suite 140
Inez, KY 41224

(Office)606-298-3885
(Fax)606-298-4913
ksansom@alliancewater.com

Date: 9/3/2020 3:06:27 PM

Carol, I have attached the information for Leonard/Lisa Stayton.
Thanks,
Katrina

Leonard Stayton



Water Service Dates: September 2018 to present

2018 Usage Actual/Estimated	2019 Usage Actual/Estimated	2020 Usage Actual/Estimated
Sept 48,000 Actual	Jan 7,000 Actual	Jan 16,000 Actual
Oct 18,000 Actual	Feb 7,000 Actual	Feb 8,000 Actual
Nov 13,000 Actual	Mar 9,000 Actual	Mar 6,000 Actual
Dec 7,000 Actual	Apr 10,000 Actual	Apr 9,000 Actual
May 17,000 Actual	May 29,000 Actual	
Jun 20,000 Actual	Jun 30,000 Actual	
Jul 20,000 Actual	Jul 29,050 Actual	
Aug 27,000 Actual	Aug 11,520 Actual	
Sept 48,000 Actual		
Oct 28,000 Actual		
Nov 12,000 Actual		
Dec 1,000 Estimated		

Lisa Stayton contacted Martin County Water District on August 10, 2020 concerning her usage of 29,050 gallons for her July billing.
Customer Service referred the account to Alliance Water Resources Local Manager, James Ford.

2020-00931 (Continued)

Mr. Ford went to the residence of Leonard Stayton on August 10, 2020 and took a picture of the meter for verification. The reading was correct.

The reading discrepancy that Lisa Stayton described on the PSC Consumer Inquiry is the reading change that has taken place at Martin

County Water District in respect to the new billing software conversion. Instead of reading the first four digits of the meter, the District

now reads all digits EXCEPT the last digit on the meter. The billing software then calculates the readings by using a multiplier of 10.

Customer Service called the number on the Customer Inquiry. Recording stated that the number could not accept calls at this time.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00932 Entry Date: 8/11/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Preston, Brittany Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: [REDACTED] Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Questions calculation of reading

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/11/2020 7:32:02 AM

My water bill is wrong! It's my very first bill so I already can see what everyone else is saying about this water company! It's sick! They have added an extra zero onto the end of around 50 people I knows water bills! They think they can get by with things like this and it's sick! They are trying to say that I have used 52,400 gallons of water and my meter as of today just has 29,350 gallons used in total ever!!! 28,660-23,420= 5,240 gallons and they are charging me for 52,400 gallons the manager says they won't fix our bills unless they are made too. I am highly upset about this as are my fellow neighbors of Martin county! We have to deal with water that isn't good enough to wash our feet in and now the manager is scamming people out of their hard earned money! Pitiful and his attitude is awful! He is on a power trip! 08-0541-00 is my account number!

Utility Response:

Date: 8/17/2020 3:57:29 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:40:59 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:06:18 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure

2020-00932 (Continued)

why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 3:40:31 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 11, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:04:17 AM

Brittany Preston



Water Service Dates: June 2020 to present

2020 Usage Actual/Estimated

Jul 5,240 Actual

Aug 1,010 Actual

Brittany Preston was initially issued a water bill for July for \$450.10

The recorded prior reading was 23420, present read 28660. The usage was 52,400 gallons.

After receiving a PSC Consumer Inquiry for this customer, a service order was issued by Martin County Water District to verify the meter information.

The service order verified that we were reading the fixed digit on this meter.

With the new billing software, we are to read every digit EXCEPT the last digit. This was an error of the billing office. The readings were corrected, removing the last digit from both the previous and the present read.

Mrs. Preston was contacted by Alliance Water Resources Local Manager, James Ford. He explained the error and reported that her bill had been corrected to \$65.15 with the usage of 5,240 gallons.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00934 **Entry Date:** 8/11/2020 **Closed Date:** 9/1/2020 **Contact Type:** E-Mail
Name: Slone, Cody **Utility:** Martin County Water District
Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence
County: Martin **Utility Type:** Water Districts
Home: **Work:** [REDACTED] **Reason:** Billing (High bill/consumption)
Fax: **CBR Nbr:** (none) ((none))
Cell: **Email:** [REDACTED] **Complaint referred by:**
Contacted Utility? **Spoke with:** Customer Service
Cust Relations: Failed To Correct Problem
Utility Contact: Katrina Sansom **Contact's** (606) 298-3885
Preliminary Description: **Other Contacts:**
 Questions calculation of meter reading
Processor: CAROLJ
See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/11/2020 7:36:31 AM

Discrepancies on the bill. Usually 30 day billing this one shows 13 billing days at much higher bill than normal full month. The previous number shows 8400 and current number shows 9058 which would only be 658 gallon usage. They billed for 6580 gallons. Reported to the water company to get them to review and was told the bill is correct we have to pay. Was told they recently change billing systems and seeing serval post on social media with sane issues water bill being several times the normal amounts.

Date: 9/1/2020 3:54:47 PM

Called customer since he did not provide an email address. He advised Martin County did not reach out to him. He finally went into the office and they tried to explain it. It didn't make sense to him. They said he used 7000 gallons in one month. It is just him and his wife. He has lived at the residence for three months. The first month he was billed 2000 gallons. The second month he was billed 7000 gallons. The third month he was billed 2000 gallons. He has been reading his meter once a week this cycle and he has used 2050 gallons. He hasn't received a bill yet. He heard that they were having issues and were not sending bills until the issues have been resolved. The last bill was back down to normal at \$74.

He thinks the meter was estimated and it caught up. He thinks if that happened, it should be on them. Advised that utilities are allowed to estimate readings. If that happens, when a reading is obtained, the bill will true up. It is still the customer's responsibility to pay even if it was estimated. Advised I don't know if that happened because Martin County has not responded to my repeated requests for a response. He provided his email address (cody.slone@martin.kyschools.us) for me to send formal forms. He will decide if he wants to file them.

Utility Response:

Date: 8/17/2020 3:57:37 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and

2020-00934 (Continued)

got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:40:50 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:06:11 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 3:54:46 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 11, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:13:02 AM

Cody Slone

Water Service Dates: June 2020 to present

2020 Usage Actual/Estimated

Jun 2,000 Actual

Jul 6,580 Actual

Aug 1,420 Actual

Cody Slone's first issue was the dating error on the June billing. It was explained to the customer that there was an issue, Incode was notified and had corrected it. Martin County Water District issues one bill per month, not every 13 days.

The customer asked about his July usage, which was 6,580 gallons. It was explained that the previous reading was 8400, present reading was 9058. The customer questioned the difference between the two reading was 658, not 6,580.

We explained the conversion of the new billing software, and we now read every digit EXCEPT the last digit. Incode in turn uses a multiplier of 10 to calculate the billing. Cody Slone was not satisfied with the explanation. It was also requested that Mr. Slone check his meter reading and leak indicator on his meter to ensure there was no discrepancy or a leak.

2020-00934 (Continued)

Craig Miller, District Manager of Alliance Water Resources, has talked to this customer.



PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00938 **Entry Date:** 8/11/2020 **Closed Date:** 9/1/2020 **Contact Type:** E-Mail

Name: Preece, Ricky **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: [REDACTED] **Work:** [REDACTED] **Reason:** Billing (High bill/consumption)
(none) (none)

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:** [REDACTED]

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**

High bill

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/11/2020 3:40:31 PM

Over charge, said we used 3900 gallons of water, there's no way we weren't even home for 2 straight weeks.

Date: 9/1/2020 4:08:02 PM

Called customer since he did not provide an email address. He advised he wants his lawyer to check it out. He doesn't understand what they mean by multiplier. His bill showed he used 390 units and they billed 3900 gallons. Advised they provided a letter that explained the new multiplier. I offered to email it to him. He provided his email address [REDACTED]. Advised 3900 gallons did not seem like high usage, but I did not receive a usage history to determine if that is average for him. He said his bill is normally around \$30. He doesn't use the minimum. It is just him and his wife. During the cycle where he was billed for 3900 gallons, he was gone for two weeks out of that cycle. He said a lawyer has a whole bunch of bills from people because there are many who are upset with their bills. Advised I would also send formal forms in the email since that is the next step in our process.

Utility Response:

Date: 8/17/2020 3:58:42 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:40:41 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I

2020-00938 (Continued)

haven't received any information or a call. Please advise.

Date: 8/24/2020 4:06:01 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 2:40:15 PM

I have called Ricky Preece. He informed me that he has already contacted a lawyer to get this straightened out. I apologized to him and tried to explain our billing process and software. He had a question that needed to talk over with my staff. I asked him to hold on. We were disconnected, so I called him back. I then explained that we use a multiplier of 10 when we bill. That is why he thought that he should only be charged 390 gallons instead of the 3900. He said he understood a little better after I explained the multiplier. He commented that we should have done a better job of explaining the changes. I agreed. I also explained to him that his current usage is lower for the next bill. The two weeks he wasn't home should be reflect on the next bill he will receive. He understood.

I hope this helps.

Katrina

Date: 9/1/2020 2:43:45 PM

Asked Katrina to explain the billing process and software. I do not feel Martin County is addressing the complaints.

Date: 9/1/2020 4:12:33 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns and they provided the following response:

I have called Ricky Preece. He informed me that he has already contacted a lawyer to get this straightened out. I apologized to him and tried to explain our billing process and software. He had a question that needed to talk over with my staff. I asked him to hold on. We were disconnected, so I called him back. I then explained that we use a multiplier of 10 when we bill. That is why he thought that he should only be charged 390 gallons instead of the 3900. He said he understood a little better after I explained the multiplier. He commented that we should have done a better job of explaining the changes. I agreed. I also explained to him that his current usage is lower for the next bill. The two weeks he wasn't home should be reflect on the next bill he will receive. He understood.

We did not get a usage history as requested to determine if the usage is in line with your historical usage. Attached is a letter Martin County sent explaining their billing software system.

If you are not satisfied with Martin County's response, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:24:47 AM

Ricky Preece

[REDACTED]

2020-00938 (Continued)

Water Service Dates: September 2018 to December 2019; reinstated February 2020 to present

2018 Usage Actual/Estimated 2019 Usage Actual/Estimated 2020 Usage Actual/Estimated

Sept 3,000 Actual Jan 2,000 Actual Mar 2,000 Actual

Oct 3,000 Actual Feb 3,000 Actual Apr 2,000 Actual

Nov 3,000 Actual Mar 1,000 Actual May 1,000 Actual

Dec 3,000 Actual Apr 3,000 Actual Jun 3,000 Actual

May 1,000 Actual Jul 3,900 Actual

Jun 3,000 Actual Aug 1,490 Actual

Jul 2,000 Actual

Aug 2,000 Actual

Sept 2,000 Actual

Oct 2,000 Actual

Nov 1,000 Actual

Dec 1,000 Actual

Ricky Preece had not contacted Martin County Water District concerning his bill.

After receiving the PSC Consumer Inquiry, the office manager contacted Mr. Preece and explained that we are reading all numbers on the meter now, and are billing down to the tens place, where as previously we only billed by thousands.

Mr. Preece expressed that the billing changes should have been explained in detail prior to billing, but he did agree that the conversation helped him to understand his bill.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00939 Entry Date: 8/12/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Blankenship, Ryan Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: [REDACTED] Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

High bill

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/12/2020 7:41:26 AM

Out water bill went from 60\$ to 200\$ in a month and when you do the math on the bill as well as others who have posted third to social media they have taken the actual usage and added a 0 to the end to raise the bill. I will not pay for a bill I didn't acquire. Something needs to be done about this. It's bad enough the water pressure is little to none and the water is basically no good it's undrinkable to even cook with it you have to boil it first if you are so brave. I did contact them with this issue and was ignored.

Utility Response:

Date: 8/17/2020 3:58:51 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:40:29 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:05:53 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills

2020-00939 (Continued)

were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 4:14:25 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 12, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:26:53 AM

Please see attached for Ryan Blankenship's information.
Thanks,
Katrina

Ryan Blankenship



Water Service Dates: December 2019 to present

2020 Usage Actual/Estimated

Jan 4,000 Actual
Feb 3,000 Actual
Mar 7,000 Actual
Apr 3,000 Actual
May 5,000 Actual
Jun 4,000 Actual
Jul 13,490 Actual
Aug 3,770 Actual

Ryan Blankenship's account was looked at after receiving the PSC Consumer Inquiry. The customer had not contacted the office, or did not identify themselves if they did call. We recommend to every customer that receives a bill higher than normal to compare their meter reading to their bill, and to also look for movement on the meter that would indicate a leak. The office manager contacted the customer and discussed the bill. A service order was created to check the pressure at their residence. The customer discussed having his meter box moved in order to have access to his box. It is currently in a neighbor's yard, which was the situation when he purchased the home.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00944 Entry Date: 8/12/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Evans, Annette Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

High bill

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/12/2020 12:24:22 PM

My water bill has errors on it. I called them and they told me that my bill was right to check for leaks my husband checked and we have none.

The date on bill says: service from 07/17/2020 service to: 07/20/2020

Previous reading:37000

Present reading:39237

Usage:22370

Bill amount:\$218.54

Utility Response:

Date: 8/17/2020 3:58:59 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:40:19 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:05:45 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure

2020-00944 (Continued)

why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 4:15:29 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 12, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:34:33 AM

Please see attached for Annette Evans' information.
Thanks,
Katrina

Annette Evans
[REDACTED]

Water Service Dates: September 2018 to June 2019; reinstated May 2020 to present

2018 Usage Actual/Estimated 2019 Usage Actual/Estimated 2020 Usage Actual/Estimated
Sept 5,000 Actual Jan 6,000 Actual May 6,000 Actual
Oct 6,000 Actual Feb 5,000 Actual Jun 6,000 Actual
Nov 6,000 Actual Mar 3,000 Actual Jul 22,370 Actual
Dec 4,000 Actual Apr 5,000 Actual Aug 5,050 Actual
May 5,000 Actual
Jun 1,000 Actual

Annette Evans contacted Martin County Water District after receiving her July bill for 22,370 gallons. Her previous read was 37000, present reading was 39237. The meter reading workbook was reviewed to check for errors, there was none. The customer was instructed to check the meter reading with her present reading on her bill, and to also check for any movement on the meter that would indicate a leak. Mrs. Evans said she would do so, and contact the billing office back if there appeared to be any discrepancies. She has not contacted the office back to date. The present read for the August billing is 39742, forward from the previous reading of 39237. Her usage for August is 5,050 gallons.
Mrs. Evans also asked about the date discrepancy on her bill. The receptionist at the billing office explained that the new billing software, Incode, had a date error, and that it was being corrected.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00946 Entry Date: 8/12/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Marcum, James Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: Work: [REDACTED] Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: High bill Other Contacts:

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/12/2020 2:11:25 PM

I live in a 2 bedroom 1 bathroom home. We do not have a leak and our bill has always been \$50 until last month's bill which was \$100. The seal on the back of the toilet wasn't sealing properly which caused the toilet to constantly run. We fixed it so we did not hesitate to pay last months bill. This month we have preserved water in every way possible and do not have any leaks in the home. Our water bill was \$490 and I talked to multiple people and they're telling me they can't do anything about it. I work a minimum wage job and my fiancé is currently not working. We can not afford to pay \$500 for a water bill and especially it being just a 1 bathroom home.

Utility Response:

Date: 8/17/2020 3:59:12 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:40:11 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:05:29 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked

2020-00946 (Continued)

what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 4:16:48 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 12, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:38:58 AM

Please see attached for James Marcum's information.
Thanks,
Katrina

James Marcum

Water Service Dates: Dec 06, 2019 to present

2019 Usage Actual/Estimated	2020 Usage Actual/Estimated
Dec 1,000 Estimated	Jan 2,000 Actual
Feb 1,000 Actual	
Mar 1,000 Actual	
Apr 0 Actual	
May 3,000 Actual	
Jun 10,000 Actual	
Jul 53,700 Actual	
Aug 4,380 Actual	

Heather Fletcher, the girlfriend of James Marcum, contacted Martin County Water District the week of August 12th concerning their water bill located at 252 Moore Branch of Coldwater. The previous reading was 55900, the present 61270, and the past for a total of 53,700 gallons. After reviewing the meter reading books and billing history, we had the customer compare her billing card reading to her actual meter. She was also advised to check for any movement that would indicate a leak.

Miss Fletcher confirmed the reading was higher on the actual meter than what was on her billing card, but replied there was no possible way they could have used that much water. This is a rental home, and 2 separate homes have

questioned this same bill, therefore it is possible that there are multiple homes on this meter.

Due to the high usage, an Alliance Water Resources employee was sent to get a picture of the meter to check for accuracy. The reading on August 19th was 61708. The customer had used 4,380 gallons since the last reading.

The customer was contacted by the District's billing office, as well as James Ford, who is the Local Manager for Alliance Water Resources.

Heather Fletcher came into Martin County Water billing office on August 12, 2020 at 2:00 PM to apply for a leak adjustment. Heather

noted on the request that the customer had a "seal in the back of the toilet was not sealing properly" and that they had

2020-00946 (Continued)

fixed the issue.

The August usage has went down to 4,380 gallons, which is a reflection of having a leak repaired.

The leak adjustment will need to be approved by the Martin Count Water Board, at which time the customer will be updated of the bill balance.

Date: 9/3/2020 3:02:27 PM

Carol, I have attached an update on James Marcum.

Thanks,

Katrina

Update: 9-3-20

After receiving approval from Martin County Water Board, the leak adjustment for James Marcum was completed.

The Customer applied for an adjustment for the months of June (10,000 gallons) and July (53,700 gallons).

The adjusted amounts were: June -\$316.57, -9.50 School Tax; July -\$35.58, -1.07 School Tax.

The customer was contacted by the billing office and given the adjusted amounts, as well as the remaining total of the account on September 3, 2020.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00948 **Entry Date:** 8/12/2020 **Closed Date:** 9/1/2020 **Contact Type:** E-Mail
Name: Jordan, Lowell **Utility:** Martin County Water District
Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence
County: Martin **Utility Type:** Water Districts
Home: **Work:** [REDACTED] **Reason:** Billing (High bill/consumption)
Fax: **CBR Nbr:** (none) ((none))
Cell: **Email:** [REDACTED] **Complaint referred by:**
Contacted Utility? **Spoke with:** Customer Service
Cust Relations: Failed To Correct Problem
Utility Contact: Katrina Sansom **Contact's** (606) 298-3885
Preliminary Description: **Other Contacts:**
High bill
Processor: CAROLJ
See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/12/2020 3:31:08 PM

My bill took a drastic jump didn't use that much just 1 person in the home something has to be done I m very low income they please help us other county's paying \$20.00a month I have tried to contact them they want answers the phone I buy all my water that I drink and cook with

Utility Response:

Date: 8/17/2020 3:59:20 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:40:03 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:05:22 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said

2020-00948 (Continued)

Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 4:18:12 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 12, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:42:29 AM

Please see attached for Lowell Jordan's information.

Thanks,
Katrina

Lowell Jordan

Water Service Dates: September 2018 to present

2018 Usage Actual/Estimated 2019 Usage Actual/Estimated 2020 Usage Actual/Estimated

Sept 1,000 Actual Jan 2,000 Actual Jan 1,000 Actual

Oct 2,000 Actual Feb 1,000 Actual Feb 2,000 Actual

Nov 2,000 Actual Mar 1,000 Actual Mar 1,000 Actual

Dec 1,000 Actual Apr 1,000 Actual Apr 2,000 Actual

May 3,000 Actual May 0 Actual

Jun 0 Actual Jun 2,000 Actual

Jul 5,000 Actual Jul 4,780 Actual

Aug 2,000 Actual Aug 3,160 Actual

Sept 2,000 Actual

Oct 2,000 Actual

Nov 2,000 Actual

Dec 2,000 Estimated

After receiving the PSC Consumer Inquiry, Lowell Jordan's account was examined, along with the meter reading books to check for accuracy. Mr. Jordan's complaint was his July billing of 4,780 gallons priced at \$65.81. This is higher than his usual usage, but the summer usage tends to be higher.

The billing office apologizes for the phones being busy at times, we have had a higher call volume since the billing conversion in June.

The billing office called Mr. Jordan, but he was unavailable.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00950 Entry Date: 8/13/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Howard, Amanda Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: Work: [REDACTED] Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Extra zero added to gallons used -- 10 x amount

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/13/2020 7:52:33 AM

My previous water was 105300 mine present reading is 106526 my usage shows 12260 the amount is showing \$142.88.

Utility Response:

Date: 8/17/2020 3:59:31 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:39:55 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:05:15 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 4:20:27 PM

2020-00950 (Continued)

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 13, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:47:08 AM

Please see attached for Amanda Howard's information.

Thanks,
Katrina

Amanda Howard

[REDACTED]
[REDACTED]
[REDACTED]

Water Service Dates: May 21, 2019 to July 27, 2020

2019 Usage Actual/Estimated 2020 Usage Actual/Estimated

Jul 4,000 Actual	Jan 2,000 Actual
Aug 4,000 Actual	Feb 2,000 Actual
Sept 4,000 Actual	Mar 2,000 Actual
Oct 5,000 Actual	Apr 2,000 Actual
Nov 5,000 Actual	May 3,000 Actual
Dec 5,000 Estimated	Jun 2,000 Actual
Jul 2,600 Actual	

Amanda Howard received a bill from Martin County Water District for the month of August 2020 for the amount of \$165.63,

usage of 12,260 gallons. The error was recognized after the customer contacted the PSC regarding her bill. The customer did not contact the billing office directly.

The present reading for Amanda Howard was recorded as 106526. The reading was corrected to 105560. The usage for this bill was corrected

to 2,600 gallons, priced at \$59.39.

The customer had finaled out her account, and was contacted by the District concerning her account correction.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00951 Entry Date: 8/13/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Spence, Heather Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: Work: [REDACTED] Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Extra zero added to usage -- 10x amount

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/13/2020 7:54:23 AM

They added an extra 0 to my usage.

Utility Response:

Date: 8/17/2020 3:59:38 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:39:48 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:05:07 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 4:21:39 PM

2020-00951 (Continued)

Email to customer:


Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 13, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:44:02 AM

Please see attached for Heather Spence's information.

Thanks,
Katrina

Heather Spence


Water Service Dates: September 2018 to present

2020 Usage Actual/Estimated

Mar 7,000 Actual
Apr 5,000 Actual
May 6,000 Actual
Jun 7,000 Actual
Jul 8,460 Actual
Aug 6,360 Actual

Heather Spence has not contacted Martin County Water District to inquire about her bill.

The extra 0 she is referencing is the Incode billing software multiplier of 10. We read every digit EXCEPT the last digit on the meter, then the billing software uses the multiplier for calculation.

Alliance Water Resources Office Manager Katrina Sansom contacted Mrs. Spence and explained the billing calculation.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-00961 Entry Date: 8/14/2020 Closed Date: 9/1/2020 Contact Type: E-Mail

Name: Smith, David Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: [REDACTED] Reason: Billing (High bill/consumption)
(none) ((none))

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Extra zero added to usage

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/14/2020 3:52:25 PM

The math is wrong on my water bill the previous meter reading was 384300 and the present is 387626 and now its saying my usage is 33260. When I subtracted the previous with the present it shows that martin county water dept added a zero.they charged me 313.10 but last month was only 49 dollars. But if they come check my meter they are going to charge me 75 dollars.

Utility Response:

Date: 8/17/2020 4:00:25 PM

Email to Katrina Sansom:

Do you know when you'll be calling regarding these complaints? They are starting to pile up. I just tried calling you and got a busy signal. It appears to me based on the last number of complaints that an extra zero was added to the usage in addition to having the incorrect date range. Please advise.

Date: 8/24/2020 3:39:41 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:05:00 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by

2020-00961 (Continued)

the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 9/1/2020 4:22:51 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County regarding your concerns on August 14, August 17, and August 24. To date, Martin County has not responded to our requests for a response to your inquiry.

Martin County may have responded directly to you. If you are satisfied with Martin County's response, you do not need to do anything. If you are not satisfied, you may wish to file the attached Formal Complaint forms. The Commission may or may not elect to establish a case. Completed Formal Complaint forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

Date: 9/3/2020 8:49:18 AM

Please see attached for David Smith's information. This is still under review. I will contact you with further information.
Thanks,
Katrina

David Smith

[REDACTED]

Water Service Dates: September 2018 to present

2018 Usage Actual/Estimated	2019 Usage Actual/Estimated	2020 Usage Actual/Estimated
Sept 8,000 Actual	Jan 14,000 Actual	Jan 11,000 Actual
Oct 9,000 Actual	Feb 15,000 Actual	Feb 8,000 Actual
Nov 10,000 Actual	Mar 14,000 Actual	Mar 11,000 Actual
Dec 12,000 Actual	Apr 17,000 Actual	Apr 12,000 Actual
May 9,000 Actual	May 10,000 Actual	
Jun 9,000 Actual	Jun 2,000 Actual	
Jul 11,000 Actual	Jul 3,320 Actual	
Aug 35,000 Actual	Aug 510 Actual	
Sept 11,000 Actual		
Oct 8,000 Actual		
Nov 10,000 Actual		
Dec 11,000 Estimated		

Still under review.

Date: 9/3/2020 2:58:25 PM

Carol, I have attached the update for David Smith.
Thanks,
Katrina

David Smith

[REDACTED]

Water Service Dates: September 2018 to present

2020-00961 (Continued)

2018 Usage Actual/Estimated 2019 Usage Actual/Estimated 2020 Usage Actual/Estimated
Sept 8,000 Actual Jan 14,000 Actual Jan 11,000 Actual
Oct 9,000 Actual Feb 15,000 Actual Feb 8,000 Actual
Nov 10,000 Actual Mar 14,000 Actual Mar 11,000 Actual
Dec 12,000 Actual Apr 17,000 Actual Apr 12,000 Actual
May 9,000 Actual May 10,000 Actual
Jun 9,000 Actual Jun 2,000 Actual
Jul 11,000 Actual Jul 3,320 Actual
Aug 35,000 Actual Aug 510 Actual
Sept 11,000 Actual
Oct 8,000 Actual
Nov 10,000 Actual
Dec 11,000 Estimated

During the July billing, David Smith's previous read was recorded as 384300, present read was 387626. The usage for that bill cycle was calculated at 33,260 gallons.

Mr. Smith had not contacted Martin County Water District concerning this bill.

After receiving the PSC Consumer Inquiry, the Water District discovered that an error was made on David Smith's account.

With the conversion of the billing software, Incode, the District is reading all meter digits EXCEPT the last digit. On Mr. Smith's readings, the last digit was mistakenly recorded.

David Smith had paid his original bill in the amount of \$313.10 on August 18, 2020. After the billing adjustment was approved by the Water Board and applied to Mr. Smith's account on August 31, 2020, Mr. Smith had a credit balance on his account. Mr. Smith was contacted by Alliance Water Resources District Manager, Craig Miller, who explained the error

and the credit to the customer. Manager Craig Miller requested the billing office to refund the customer the credit balance on his account in the amount of \$218.30.

The billing office manager, Katrina Sansom, then prepared the check for refund.

2020-00966 (Continued)

Ms. Blackburn:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint?

Please complete the forms and return them to the above listed address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch
211 Sower Blvd.
Frankfort KY 40501

Enc

Utility Response:

Date: 8/24/2020 3:39:30 PM

Email to Katrina:

It's been a week since I last requested an update on the nine billing complaints I sent over the last several weeks. I haven't received any information or a call. Please advise.

Date: 8/24/2020 4:04:51 PM

Katrina called and said Craig spoke to Rosemary last week. She thought the complaints were taken care of. (I'm not sure why she thought they were taken care of since no responses were ever sent.) Craig is not in the office today. I asked what happened and if an extra 0 was added. She said she couldn't explain it well, but she said the majority of the bills were right. The local manager checked them, and if they were wrong, they corrected them. She said they used to bill by the tens but now they are rounding to the thousands. There was not an extra 0, but she couldn't explain it. She said Craig would call me. Advised since all the complaints are different, I would need a response for each of the 14 complaints. He can email me the responses to the individual complaints.

Date: 8/27/2020 12:37:34 PM

We have talked with Mrs. Blackburn about her bill. Today she came in the office today and paid on her bill. She will be back to pay the remainder as soon as she can.

Please let me know if you need any further information.

Thank you,
Katrina

Date: 8/27/2020 12:38:38 PM

Asked Katrina to answer the questions raised in the complaint.

Date: 9/1/2020 4:37:40 PM

Asked Rosemary to send formal forms.

Date: 9/3/2020 8:53:13 AM

Please see attached for Janice Blackburn's information.

2020-00966 (Continued)

Thanks,
Katrina

Janice Blackburn
[REDACTED]

Water Service Dates: September 2018 to present

2018 Usage Actual/Estimated	2019 Usage Actual/Estimated	2020 Usage Actual/Estimated
Sept 2,000 Actual	Jan 1,000 Actual	Jan 4,000 Actual
Oct 0 Actual	Feb 2,000 Actual	Feb 4,000 Actual
Nov 1,000 Actual	Mar 2,000 Actual	Mar 3,000 Actual
Dec 1,000 Actual	Apr 2,000 Actual	Apr 4,000 Actual
May 2,000 Actual	May 4,000 Actual	
Jun 1,000 Actual	Jun 1,000 Actual	
Jul 1,000 Actual	Jul 11,040 Actual	
Aug 2,000 Actual	Aug 2,210 Actual	
Sept 1,000 Actual		
Oct 1,000 Actual		
Nov 2,000 Actual		
Dec 1,000 Estimated		

Janice Blackburn contacted Martin County Water District on August 5, 2020 concerning her July bill. Her prior reading was 42800, present reading was 43904. The usage for July was 11,040 gallons. The meter reading book was examined, and the reading was correctly entered for this account. The billing office recommended that Mrs. Blackburn check her meter with her present read on her billing card, and to also look for any movement that would indicate a leak. Mrs. Blackburn requested a service tech come and reread her meter. A service order was issued on August 5, 2020; the reading at that point was 44033. The customer had used 1,290 gallons since the last reading. Janice Blackburn then requested a leak adjustment, and signed a request form. She later came in and said she changed her mind, and she would make payments on her bill.



PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-01168 **Entry Date:** 9/24/2020 **Closed Date:** 9/24/2020 **Contact Type:** E-Mail
Name: Mann, Janie **Utility:** Martin County Water District
Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence
County: Martin **Utility Type:** Water Districts
Home: **Work:** [REDACTED] **Reason:** Billing (High bill/consumption)
Fax: **CBR Nbr:** (none) ((none))
Cell: **Email:** [REDACTED] **Complaint referred by:**
Contacted Utility? **Spoke with:** Customer Service
Cust Relations: Failed To Correct Problem
Utility Contact: Katrina Sansom **Contact's** (606) 298-3885
Preliminary Description: **Other Contacts:**
High bill
Processor: CAROLJ
See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 9/24/2020 2:57:59 PM

My bill for the month of July cannot be correct. Seems to me they added a 0. Because my previous shows that it is 66400 and my present meter reading is 67197. Well if you subtract that it would be 797. Well the bill says my usage is 7970. So my amount due is 282.79\$ that's seems to ya to high for a water bill. Please help!

Utility Response:

Date: 9/24/2020 2:58:43 PM

Customer already submitted an e-mail with the same complaint. See 2020-1165.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2020-01165 **Entry Date:** 9/24/2020 **Closed Date:** 9/24/2020 **Contact Type:** E-Mail

Name: Mann, Janie **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: **Work:** [REDACTED] **Reason:** Billing (High bill/consumption)
(none) ((none))

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:** [REDACTED]

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**
High bill

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 9/24/2020 12:18:12 PM

My bill for the month of July cannot be correct. Seems to me they added a 0. Because my previous shows that it is 66400 and my present meter reading is 67197. Well if you subtract that it would be 797. Well the bill says my usage is 7970. So my amount due is 282.79\$ that's seems to ya to high for a water bill. Please help!

Utility Response:

Date: 9/24/2020 3:46:25 PM

Tracy Mann
[REDACTED]

Water Service Dates: September 2018 to present

2018 Usage Actual/Estimated 2019 Usage Actual/Estimated 2020 Usage Actual/Estimated

Sept 3,000 Actual Jan 1,000 Actual Jan 3,000 Actual

Oct 0 Actual Feb 5,000 Actual Feb 4,000 Actual

Nov 0 Actual Mar 4,000 Actual Mar 5,000 Actual

Dec 0 Actual Apr 1,000 Actual Apr 7,000 Actual

May 9,000 Actual May 6,000 Actual

Jun 13,000 Actual Jun 19,000 Actual

Jul 42,000 Actual Jul 7,970 Actual

Aug 5,000 Actual Aug 2,920 Actual

Sept 5,000 Actual

Oct 4,000 Actual

Nov 7,000 Actual

Dec 4,000 Estimated

Customer applied for leak adjustment

2020-01165 (Continued)

After receiving the PSC Consumer Inquiry regarding the account of Tracy Mann (submitted by Janie Mann), located at 50 Mann Drive, a two-year history of the account was collected. To address Janie's concern regarding Tracy's meter reading differences, the District has updated the billing software to Incode.

With Incode, every digit of the meter is recorded EXCEPT the last digit. The one's place is dropped from the readings, and a multiplier of 10 is used in the billing calculation process; essentially placing a 0 back into the one's place.

As for the amount due of \$282.79, this customer has outstanding balances due for the months of June (189.28), July (\$93.51), and August (\$49.66).

To date, Tracy Mann has not contacted Martin County Water District to inquire about her bill.

Date: 9/24/2020 3:46:39 PM

Please see attachment for the information requested. Should you need anything further, please let me know.

Thank you.

Cassandra Moore
Office Manager
Alliance Water Resources
Martin County Water and Sanitation Districts
(606) 298-3885
cmoore@alliancewater.com

Date: 9/24/2020 3:47:40 PM

Email to customer:

Thanks. I didn't see any indication that anyone contacted her regarding her inquiry. Please advise once that has been done.

Date: 9/24/2020 4:28:26 PM

I apologize for not noting that information. Janie is not the account holder, it is actually her mother-in-law Tracy Mann. At this time we don't have any updated or accessible contact information.

Thank you.

Note: A number was included in the CIS form. I asked Martin County twice to contact customer, yet Martin County did not contact customer.

Date: 9/24/2020 4:29:14 PM

Email to customer:

Thank you for contacting the Kentucky Public Service Commission regarding Martin County Water.

We contacted Martin County Water and requested a billing history for your account. (See below.) Your inquiry advised your July bill was for 7970 gallons. In June, your bill was for 19,000 gallons. In 2019, your June bill was for 13,000 gallons and your July bill was 42,000 gallons. You received a leak adjustment for those two months in 2019. Your usage this year in both June and July is high again in 2020, although not as high as it was in 2019. However, you did not complain about the usage in June.

With regard to the reading, Martin County started using a new billing system. See Martin County's explanation:

2020-01165 (Continued)


With Incode, every digit of the meter is recorded EXCEPT the last digit. The one's place is dropped from the readings, and a multiplier of 10 is used in the billing calculation process; essentially placing a 0 back into the one's place.

You advised the amount due (\$282.79) was high for a water bill. That amount is not for one month's service. The bill in June was \$189.28 and the bill in July was \$93.51. Those two bills total \$282.79, which is why that amount is past due. The new bill in August was \$49.66.

Utilities in Kentucky are required to bill for whatever service goes through the meter. Martin County advised the meter has been read every month this year. Since the reading has been verified, Martin County Water is required to bill based on the meter readings. If you wish to continue to dispute the bill, you will need to request that Martin County Water test the meter. If the meter is found to be malfunctioning, Martin County Water will credit your account. If the meter is found to be functioning correctly, you will be charged for the test.

If you are not satisfied with this test, you can request that the Commission test your meter. Your request for the Commission to test your meter must be in writing to P.O. Box 615, Frankfort, KY 40602. Please note that Martin County Water must test the meter first.

We contacted Martin County Water and received the following response:

Tracy Mann


Water Service Dates: September 2018 to present

2018 Usage Actual/Estimated	2019 Usage Actual/Estimated	2020 Usage Actual/Estimated
Sept 3,000 Actual	Jan 1,000 Actual	Jan 3,000 Actual
Oct 0 Actual	Feb 5,000 Actual	Feb 4,000 Actual
Nov 0 Actual	Mar 4,000 Actual	Mar 5,000 Actual
Dec 0 Actual	Apr 1,000 Actual	Apr 7,000 Actual
	May 9,000 Actual	May 6,000 Actual
	Jun 13,000 Actual	Jun 19,000 Actual
	Jul 42,000 Actual	Jul 7,970 Actual
	Aug 5,000 Actual	Aug 2,920 Actual
	Sept 5,000 Actual	
	Oct 4,000 Actual	
	Nov 7,000 Actual	
	Dec 4,000 Estimated	

Customer applied for leak adjustment

After receiving the PSC Consumer Inquiry regarding the account of Tracy Mann (submitted by Janie Mann), located at 50 Mann Drive, a two-year history of the account was collected. To address Janie's concern regarding Tracy's meter reading differences, the District has updated the billing software to Incode.

With Incode, every digit of the meter is recorded EXCEPT the last digit. The one's place is dropped from the readings, and a multiplier of 10 is used in the billing calculation process; essentially placing a 0 back into the one's place.

As for the amount due of \$282.79, this customer has outstanding balances due for the months of June (189.28), July (\$93.51), and August (\$49.66).

To date, Tracy Mann has not contacted Martin County Water District to inquire about her bill.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-00320 **Entry Date:** 2/10/2021 **Closed Date:** 3/16/2021 **Contact Type:** Hotline

Name: Newsome, Nancy **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: [REDACTED] **Work:** **Reason:** Billing (High bill/consumption)
(none) (none)

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: **Email:**

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**
High bill

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 2/10/2021 11:47:23 AM

Customer is upset with the Water Board. She is upset at the cost of her water bill. She is upset that her sewer bill is increasing by \$5.60. She is upset at the quality of her water. Spent over 30 minutes on phone with customer. She is unhappy about most things Martin County Water and Sewer. She is happy with Alliance.

She wants to cancel her sewer and use her septic system. She says the Martin County paper says the sewer bills are going up by \$5.60 immediately. The rate in the tariff is \$26.25/month. The tariff page is from 1999. I did not see an open case with new rates. Customer advised she was charged \$33.20 for sewer without the new increase.

Customer complained she was billed \$41.67 for water. (Her usage was 1000 gallons.) The rate in the tariff is \$33.32 for 2000 gallons. The tariff page is from 2019. I did not see a case where Martin County was given a rate increase. The only case in 2020 for Martin County was for Management.

Customer complained that she had a water leak that extended over two bills, but she was only given a leak adjustment for the first bill. The first bill for 11/20 to 12/20 was for 16,300 gallons. The second bill for 12/20 to 1/20 was for 9000 gallons. She wants the leak adjustment for both bills.

Customer says Martin County came on her property, dug her line, and damaged it. She said if she sees someone on her property messing with her lines/meter, she will shoot them. She has a camera on the meter. Advised Martin County needs access to their meter at all times. Her service can be disconnected for denying service.

Date: 3/19/2021 11:41:17 AM

March 19, 2021

Nancy Newsome
[REDACTED]

2021-00320 (Continued)

Re: Martin County Water Complaint

Dear Ms. Newsome:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint.

Please complete the forms and return them to the above listed address, original forms must be returned no email can be accepted. If you have further questions you may call our toll free number for assistance, 1-800-772-4636.

Sincerely,

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch Manager

Utility Response:

Date: 3/4/2021 12:48:00 PM

Emailed Martin County to request an update.

Date: 3/16/2021 11:21:26 AM

Requested Rosemary send formal forms since Martin County has not responded.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01203 Entry Date: 7/16/2021 Closed Date: 8/5/2021 Contact Type: Hotline

Name: Newsome, Nancy Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: Reason: Service quality/repair (Service outage/interruption) (none) (none)

Fax: CBR Nbr: Complaint referred by: Governor

Cell: Email:

Contacted Utility? Spoke with: Office

Cust Relations: Failed To Correct Problem

Utility Contact: Cassandra Moore -- Office Manager Contact's (606) 298-3885

Preliminary Description: no water Other Contacts:

Processor: ROSEMARY

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: ROSEMARY

Date: 7/16/2021 1:07:43 PM

Referred from Governor's office. Customer says she has no water and no one can tell her why. Please investigate as to why she has no water, how long will she be out> Thank you.

Utility Response:

Date: 7/22/2021 11:07:22 AM

please update

Date: 8/5/2021 4:56:53 PM

On July 16, 2021, the 14-inch main transmission line along Rt 908 on Turkey Creek experienced a break. Water was off for 2-3 hours until repairs were made.

After reviewing the customer's account, there were no service orders or complaints made to the billing office. However, staff called Nancy on August 4, 2021 (after receiving the Consumer Inquiry from the PSC), and she stated that she does have water now and has had no issues since July 16, 2021.



PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-00503 **Entry Date:** 3/4/2021 **Closed Date:** 7/8/2021 **Contact Type:** Hotline
Name: Ball, Gary **Utility:** Martin County Water District
Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence
County: Martin **Utility Type:** Water Districts
Home: **Work:** **Reason:** Service quality/repair (Service outage/interruption)
Fax: **CBR Nbr:** [REDACTED] (none) (none)
Cell: **Email:** **Complaint referred by:**
Contacted Utility? **Spoke with:**
Cust Relations: Not accessible
Utility Contact: Katrina Sansom **Contact's** (606) 298-3885
Preliminary Description: **Other Contacts:**
no water
Processor: ROSEMARY
See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes
No

PSC Narratives:

Investigator: ROSEMARY

Date: 3/4/2021 8:51:11 AM

Customer states he hasn't had water since Monday. States he wants to talk with someone from Alliance but can not get through. Please contact customer to discuss.

Utility Response:

Date: 3/19/2021 5:29:52 PM

no response, please update.

Date: 7/8/2021 3:28:09 PM

Closing complaint no response.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-00825 **Entry Date:** 4/15/2021 **Closed Date:** 4/29/2021 **Contact Type:** Hotline

Name: Tilley, Samantha and Ryan **Utility:** Martin County Water District

Address: Jaqueline Snell, mother
 [REDACTED]
 [REDACTED]

Utility Nbr: 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: [REDACTED] **Work:** [REDACTED] **Reason:** Refusal to provide service (Don't know)
 (none) (none)

Fax: [REDACTED] **CBR Nbr:** [REDACTED] **Complaint referred by:**

Cell: [REDACTED] **Email:** [REDACTED]

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Give Conflicting Information

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: Refused service **Other Contacts:**

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 4/15/2021 12:11:18 PM

Jaqueline called for her daughter. Customer put a trailer at the above address. The well collapses so they requested water from Martin County Water. Martin County advised that they lived too far away, which isn't true. Customer lives 1000 feet away from Martin County's last tap. Then they were told that adding them would take too much pressure from other houses.

Date: 4/16/2021 10:15:58 AM

Customer called to check on her complaint. Advised it was just received yesterday, and it would take a few days to get a response. She understood and thanked me.

Date: 4/29/2021 2:41:54 PM

Customer called to check on her complaint. She has not heard from Martin County since filing the complaint. She doesn't understand why Martin County is asking for a 12% increase but they are turning away customers. Since Martin County has not responded to repeated attempts to get an answer to her complaint, I advised I could send her formal complaint forms. She asked for the forms to be emailed to jackietash1074@gmail.com. Advised the forms will need to be printed out and mailed. She said she could do that.

Utility Response:

Date: 4/22/2021 3:04:56 PM

Email to Martin County:

Please provide an update to this complaint from 4/15/21. Thanks!

Date: 4/29/2021 2:45:14 PM

2021-00825 (Continued)

Email to customer:

Thank you for contacting the Commission regarding Martin County Water District. We have contacted the utility regarding your concerns, but to date they have not responded.

You may wish to file the attached Formal Complaint forms. Please complete the forms and mail them to P.O. Box 615, Frankfort, KY 40602.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01027 **Entry Date:** 6/4/2021 **Closed Date:** 7/6/2021 **Contact Type:** Hotline

Name: Fletcher, Kaleb and Amy **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Martin **Utility Type:** Water Districts

Home: **Work:** **Reason:** Billing (Billing policies/practices)
(none) (none)

Fax: **CBR Nbr:** [REDACTED] **Complaint referred by:**

Cell: **Email:**

Contacted Utility? **Spoke with:** Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**
High bill even though water is off

Processor: CAROLJ

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 6/4/2021 1:26:05 PM

Customer turned off his water on March 28. Due to flood damage, he is not living there. Martin County is saying he is using 4000 gallons/month. He has been charged in April, May, and today he got another bill. Martin County told him the meter is being read, but he took a picture of the meter and the meter read 626260. The reading on the bill showed more than that. Last month he took the picture into Martin County and he was told they would fix it. The bill he received today showed he used another 4000 gallons even though his meter still reads 626260.

He also does not have sewer service because he has a septic tank. He is being charged each month for sewer service. He contacted Martin County Water, and he was told there would be a meeting between the supervisor and manager, but he has not heard anything else. See 2021-1026.

Date: 7/6/2021 1:38:53 PM

Called and left voice message for customer. Advised I have sent his inquiry to Martin County several times with no response to date. If Martin County has responded to him and resolved his issue, he doesn't need to call me back. If his issue is not resolved, he can call me back and I can send him formal forms.

Date: 7/6/2021 1:46:17 PM

Customer called back. He called Martin County last week. He is waiting to meeting with the manager and supervisor, who is traveling and not in the office. He got a bill Saturday for \$90. He told them he turned the water off. Nothing is going through the meter. He was threatened with disconnection if he didn't pay something so he paid \$56. They are still saying he owes over \$200 more. Hopefully when he meets with them this gets resolved. If not, he will file the forms. He asked them to be emailed to him at [REDACTED]

Utility Response:

Date: 6/22/2021 1:23:14 PM

Email to customer:

2021-01027 (Continued)

Please provide a resolution to this complaint from June 4. Thanks!

Date: 7/6/2021 1:48:44 PM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water and Sewer. We have contacted the utility regarding your concerns, but to date they have not responded.

Per your request, Formal Complaint forms are attached to this email. Please complete the forms and mail them to P.O. Box 615, Frankfort, KY 40602.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01398	Entry Date: 8/23/2021	Closed Date:	Contact Type: E-Mail
Name: Fletcher, Kathy Lynn		Utility: Martin County Water District	
Address: ██████████		Utility Nbr: 25000	Location: Residence
County: Martin		Utility Type: Water Districts	
Home:	Work: ██████████	Reason: Service quality/repair (Leaks) (none) ((none))	
Fax:	CBR Nbr:	Complaint referred by:	
Cell:	Email: ██████████		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Customer Service		
	Cust Relations: Failed To Correct Problem		
Utility Contact: Cassandra Moore -- Office Manager	Contact's (606) 298-3885		
Preliminary Description: Leak caused damage to house	Other Contacts:		
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: CAROLJ

Date: 8/23/2021 9:44:23 AM

They wouldn't come fix a water leak now my house is falling. I called asked them to come fix it they said oh not our water line didn't test the water or anything. Now my house is falling over a hill the foundation is broken and I am not even allowed to enter it



PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01201 **Entry Date:** 7/16/2021 **Closed Date:** 8/5/2021 **Contact Type:** Hotline

Name: Moore, Cora **Utility:** Martin County Water District

Address: [REDACTED] **Utility Nbr:** 25000 **Location:** Residence

County: Pike **Utility Type:** Water Districts

Home: [REDACTED] **Work:** **Reason:** Service quality/repair (Service outage/interruption)

Fax: **CBR Nbr:** (none) ((none))

Cell: **Email:** **Complaint referred by:**

Contacted Utility? **Spoke with:** Office

Cust Relations: Failed To Correct Problem

Utility Contact: Cassandra Moore -- Office Manager **Contact's** (606) 298-3885

Preliminary Description: **Other Contacts:**

outage

Processor: ROSEMARY

See File **Case Related** **Staff Referral** **Confidential**

Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes No

PSC Narratives:

Investigator: ROSEMARY

Date: 7/16/2021 12:41:06 PM

Customer has called saying she has been out of water for 4 days. She called the office and ask if they were going to be delivering water but no one seem to know. What is the reason for the outage, how long do you think it is going to last, how many customers are effected? Thank you.

Utility Response:

Date: 7/22/2021 11:06:11 AM

please update

Date: 8/5/2021 4:58:19 PM

On July 14, 2021, MCWD staff received a complaint of no water from this customer. Mrs. Moore reported that electricity to the pump station along Rt 1439 had been off all night due to a fallen tree. Crews were sent to investigate, and found the pump to be in need of repair. This pump station services 12 customers. Parts were ordered for replacement, and water was distributed by staff on July 20th, July 24th, and again on July 26th. A new pump was installed on July 22, 2021 by staff.

Staff called on August 4, 2021 (after receiving the Consumer Inquiry from the PSC), and she stated that she does have water now, and the only issues they are experiencing is the pump needing reset after electrical outages.



PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01277	Entry Date: 8/2/2021	Closed Date: 8/6/2021	Contact Type: E-Mail
Name: McCoy, Melissa	Utility: Martin County Water District	Utility Nbr: 25000	Location: Residence
Address: [REDACTED]	Utility Type: Water Districts	Reason: Service quality/repair (Service outage/interruption) (none) ((none))	
County: Martin	Home: [REDACTED]	Complaint referred by:	
Fax: [REDACTED]	Work: [REDACTED]		
Cell: [REDACTED]	CBR Nbr: [REDACTED]		
Contacted Utility? <input checked="" type="checkbox"/>	Email: [REDACTED]		
Spoke with: Cusotmer Service			
Cust Relations: Failed To Correct Problem			
Utility Contact: Cassandra Moore -- Office Manager	Contact's (606) 298-3885	Other Contacts:	
Preliminary Description: Frequent outages			
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input checked="" type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: CAROLJ

Date: 8/2/2021 8:17:57 AM

Water has been off five times in past two weeks. For multiple days due to a pump that they have had problems with a lot over the years. It has currently been off since Thursday and they said it would be at least Monday before they could get a part. We pay the highest rate in the state. In my opinion this is unacceptable. You would think they could keep parts on hand especially knowing this pump station has always had problems. We have have lived at this address for about ten years and been out several times for multiple days due to problems with this pump.

Utility Response:

Date: 8/6/2021 8:18:38 AM

Complaint: 2021-1277
 Name: Melissa McCoy
 Address: [REDACTED]
 County: Martin
 Phone: [REDACTED]

Customer complained on August 2,2021 that water had been off multiple days due to pump issues. Customer also stated that they pay highest rate in the state and suggested the water department have parts for the pump on hand.

On July 30,2021 Martin County Water District received a complaint from a customer along 645 area for no water. This is the same area that Mrs. McCoy lives in. Staff investigated and found the small pump at Otto Brown had failed. A new pump was ordered and installed by staff on August 2, 2021.

Staff called on August 4, 2021 (after receiving the Consumer Inquiry from the PSC), and she stated that she does have water now, and has not experienced any issues since August 2, 2021.

Date: 8/6/2021 8:19:02 AM

Email to customer:

2021-01277 (Continued)

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County Water regarding your concerns and received the following response:

Customer complained on August 2, 2021 that water had been off multiple days due to pump issues.

On July 30, 2021 Martin County Water District received a complaint from a customer along 645 area for no water. This is the same area that Mrs. McCoy lives in. Staff investigated and found the small pump at Otto Brown had failed. A new pump was ordered and installed by staff on August 2, 2021.

Staff called on August 4, 2021, and she stated that she does have water now, and has not experienced any issues since August 2, 2021.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01325 Entry Date: 8/9/2021 Closed Date: 8/24/2021 Contact Type: E-Mail

Name: McCoy, Melissa Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: [REDACTED] Work: [REDACTED] Reason: Service quality/repair (Service outage/interruption) (none) (none)

Fax: CBR Nbr: Complaint referred by:

Cell: Email: [REDACTED]

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Cassandra Moore -- Office Manager Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Frequent outages

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/9/2021 8:49:00 AM

3 weeks of having water outages. They are temporarily fixing the problem then it goes off again. Our water has been out 10 times maybe more I have lost count just in the past 3 weeks. This problem needs fixed. Getting tired of paying a high bill and having poor service. This problem is at the pump station and the company is aware of it but will not fix the problem. Just trying to "bandaid" the problem instead of properly fixing it.

Utility Response:

Date: 8/9/2021 11:29:31 AM

Complaint: 2021-01325
Name: Melissa McCoy
Address: [REDACTED]
County: Martin
Phone: [REDACTED]

Customer had a complaint on August 9, 2021 that her water had been out 10 times, maybe more in the past 3 weeks. The problem needs fixed. Getting tired of paying a high bill and having poor service. The problem is at the pump station and the company is aware of it but will not fix the problem.

On August 2, 2021 staff replaced the entire pump and motor with a new one. Something has caused the pump station to flood which has shut the station down again. Staff is actively working to correct the flooding issue that is causing the pumps to fail.

Management is aware of the issue, and in the process of correcting the problem. Will contact customer as soon as improvements are made to update and verify service has been restored.

Please see attached. Should you need anything else please let me know.

2021-01325 (Continued)

Thank you.

Cassandra Moore
Office Manager/District Clerk
Alliance Water Resources
Martin County Water and Sanitation Districts

Date: 8/9/2021 11:30:58 AM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County Water about your outage and received the following information:

On August 2, 2021 staff replaced the entire pump and motor with a new one. Something has caused the pump station to flood which has shut the station down again. Staff is actively working to correct the flooding issue that is causing the pumps to fail.

Management is aware of the issue, and in the process of correcting the problem. Will contact customer as soon as improvements are made to update and verify service has been restored.

Date: 8/24/2021 10:29:00 AM

See 2021-1401. Customer emailed another complaint. Closing this one.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01401	Entry Date: 8/23/2021	Closed Date:	Contact Type: E-Mail
Name: McCoy, Melissa	Utility: Martin County Water District	Utility Nbr: 25000	Location: Residence
Address: [REDACTED]	Utility Type: Water Districts	Reason: Service quality/repair (Service outage/interruption) (none) (none)	
County: Martin	Home: [REDACTED]	Work: [REDACTED]	Complaint referred by:
Fax:	CBR Nbr:		
Cell:	Email: [REDACTED]		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Customer Service		
	Cust Relations: Failed To Correct Problem		
Utility Contact: Cassandra Moore -- Office Manager	Contact's (606) 298-3885	Other Contacts:	
Preliminary Description: Water out since July 16			
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives: **Investigator:** CAROLJ
Date: 8/23/2021 9:51:13 AM

As a customer of Martin County Water Dept. We are very disappointed with the way that Alliance the water Dept has handled our outage of water that has occurred since July 16, 2021. As of today August 22, 2021 we still do not have water. There has been a problem at the Pump station on Eli Road. They have "tried" to fix it by just guessing what is wrong with it. Now over a month later still do not have it fixed. Has told us that they are getting "this" part and getting "this" contractor to take a look at it. Alliance come In over a year ago to take "control" of the Martin County Water Dept to better manage it but this has been the worse. Living on a hill in a home that does get their water supply from a pump down the road does come with a few problems on occasion but never ever has it been this bad. We have the highest water bills in the state. Also on top of that we pay high city sewage rate based on the water usage. It is ridiculous to Pay such high bills for water that is not dependable to use or drink. We have been out money ordering food because who wants to cook and have to boil water to heat up the water from a jug to wash dishes. We are a family of four and have been driving down the road daily sometimes 2 times a day to shower. Thankfully I have a pool and the water is clean with it being used to swim in during the summer so I have been carrying buckets of water from it to flush a toilet numerous times a day. I have had to pack bags and bags of dirty laundry to a family members house for over a month to wash. This is uncalled for. Also have heard that there is a request Coming up at the end of the this month for an increase on our water bills for the citizens of Martin County. This is ridiculous. The citizens cannot afford To pay a higher bill for what to have no water and for it to be off more than it is on and for water that is not drinkable. Equipment can tear Up and need replaced on occasion I totally understand that but if Alliance who are supposedly the experts cannot figure it out and does not have good communication with their customers on what is going on ans when asked what the problem is their answer is I don't know...how much of our water bill is being used to pay Alliance for their services. I hope that our water gets fixed this week. But we have been told that repeatedly for the past 5 weeks so I am not getting my hopes up.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01242 Entry Date: 7/27/2021 Closed Date: 8/5/2021 Contact Type: Hotline

Name: Maynard, Michael Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Pike Utility Type: Water Districts

Home: [REDACTED] Work: Reason: Service quality/repair (Service outage/interruption)

Fax: CBR Nbr: (none) (none)

Cell: [REDACTED] Email: Complaint referred by:

Contacted Utility? Spoke with: Office

Cust Relations: Failed To Correct Problem

Utility Contact: Katrina Sansom Contact's (606) 298-3885

Preliminary Description: no water Other Contacts:

Processor: ROSEMARY

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: ROSEMARY

Date: 7/27/2021 11:29:25 AM

Customer states he has had no water for 15 days. Please give background to PSC. Thank you.

Utility Response:

Date: 8/5/2021 4:55:31 PM

On July 14, 2021, MCWD staff received a complaint of no water from this customer. Mr. Maynard reported that electricity to the pump station along Rt 1439 had been off all night due to a fallen tree. Crews were sent to investigate and found the pump to be in need of repair. This pump station services 12 customers. Parts were ordered for replacement, and water was distributed by staff on July 20th, July 24th, and again on July 26th. A new pump was installed on July 22,2021 by staff.

Staff called on August 4, 2021 (after receiving the Consumer Inquiry from the PSC), and he stated that she does have water now, and the only issues they are experiencing is the pump needing reset after electrical outages.



PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01278 Entry Date: 8/2/2021 Closed Date: 8/6/2021 Contact Type: E-Mail

Name: Webb, Ryan Utility: Martin County Water District

Address: [REDACTED] Utility Nbr: 25000 Location: Residence

County: Martin Utility Type: Water Districts

Home: Work: [REDACTED] Reason: Service quality/repair (Service outage/interruption)

Fax: CBR Nbr: (none) ((none))

Cell: Email: [REDACTED] Complaint referred by:

Contacted Utility? Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact: Cassandra Moore -- Office Manager Contact's (606) 298-3885

Preliminary Description: Other Contacts:

Extended service outage

Processor: CAROLJ

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: CAROLJ

Date: 8/2/2021 8:25:10 AM

Have been without water for a long period of time. This situation needs resolved.

Date: 8/6/2021 4:06:24 PM

From: Ryan Webb <webb0107@gmail.com>
 Sent: Friday, August 6, 2021 3:58 PM
 To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
 Subject: Re: KY PSC Utility Inquiry

They were wrong on July 30th. We only had water four days from July 15 - August 2nd.

Utility Response:

Date: 8/6/2021 8:13:24 AM

Complaint: 2021-1278
 Name: Ryan Webb
 Address: [REDACTED]
 County: Martin
 Phone: [REDACTED]

Customer complained on August 2,2021 that water had been off for a long period of time, and that the situation needed resolved.

On July 30,2021 Martin County Water District received a complaint from a customer along 645 area for no water. This is the same area that Mr. Webb lives in. Staff investigated and found the small pump at Otto Brown had failed. A new pump was ordered and installed by staff on August 2, 2021.

2021-01278 (Continued)

Staff called on August 4, 2021 (after receiving the Consumer Inquiry from the PSC), and she stated that she does have water now, and has not experienced any issues since August 2, 2021.

Date: 8/6/2021 8:15:31 AM

Email to customer:

Thank you for contacting the Commission regarding Martin County Water. We contacted Martin County Water regarding your concerns and received the following response:

Customer complained on August 2, 2021 that water had been off for a long period of time, and that the situation needed resolved.

On July 30, 2021 Martin County Water District received a complaint from a customer along 645 area for no water. This is the same area that Mr. Webb lives in. Staff investigated and found the small pump at Otto Brown had failed. A new pump was ordered and installed by staff on August 2, 2021.

Staff called on August 4, 2021, and she stated that she does have water now, and has not experienced any issues since August 2, 2021.

PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01400	Entry Date: 8/23/2021	Closed Date:	Contact Type: E-Mail
Name: Marshall, Beth		Utility: Martin County Water District	
Address: [REDACTED]		Utility Nbr: 25000	Location: Residence
County: Lawrence		Utility Type: Water Districts	
Home:	Work: [REDACTED]	Reason: Service quality/repair (Leaks) (none) ((none))	
Fax:	CBR Nbr:	Complaint referred by:	
Cell:	Email: [REDACTED]		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Customer Service		
	Cust Relations: Failed To Correct Problem		
Utility Contact: Cassandra Moore -- Office Manager	Contact's (606) 298-3885		
Preliminary Description: tree fell due to leak	Other Contacts:		
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: CAROLJ

Date: 8/23/2021 9:48:59 AM

I reported a water leak that had been on going for awhile. 2weeks or more later they came out "fixed" the leak. And was told by one of there own workers the pine tree that had grew into the line needed removed well they didn't remove it. And it fell from the ground being so wet knocking out power for 22 hours we lost all food in the fridge and freezer. Road department cut and cleaned up the tree. When they called the water company they said oh that's just a natural spring. No it wasn't it was the water line they had to bring and excavator to fix it this time and they just left the tree roots and stump laying and now the hill is slipping and soon my blacktop driveway will start to slip. This needs fixed before that happens



PSC Consumer Inquiry System

8/24/2021

Complaint: 2021-01403	Entry Date: 8/23/2021	Closed Date:	Contact Type: E-Mail
Name: O'Connor, Richard Tyler		Utility: Martin County Water District	
Address: [REDACTED]		Utility Nbr: 25000	Location: Residence
		Utility Type: Water Districts	
County: Martin		Reason: Service quality/repair (Service outage/interruption)	
Home:	Work: [REDACTED]	(none) ((none))	
Fax:	CBR Nbr:		
Cell:	Email: [REDACTED]	Complaint referred by:	
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Customer Service		
	Cust Relations: Failed To Correct Problem		
Utility Contact: Cassandra Moore -- Office Manager	Contact's (606) 298-3885		
Preliminary Description: Service outage	Other Contacts:		
Processor: CAROLJ			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: CAROLJ

Date: 8/23/2021 10:15:07 AM

I have had water for 9 days in the past 7 weeks. I have not had water for more than 2 consecutive days since the beginning of July. The way that alliance had handled this particular outage has been nothing short of a display of negligence. I have still payed full price for my water bill. I pay the highest in the state of Kentucky for water but yet I receive the lowest quality service and the lowest quality water.

