

PSC,

4 March 30, 2015

I am writing you regarding the rate increase that Mountain Water District has filed for. As a customer of Mountain Water, I am STRONGLY against them getting the rate increase!

We cannot keep water as it is.

I was going to attend the meeting about this until I saw that Mountain Water had moved the meeting and day out of our local area and to Frankfort instead.

I have been a Mountain Water customer for 19 yrs. now. I pay my bill on time and every month.

In Feb. 2015, I lost my water for 5 days. From Feb. 22, 15 thru 27th of Feb. I had no water. Zero, not a drop. Mountain Water did not notify us that we were going to be shut off.

We were shut off Sunday Feb. 22nd. Nor did they tell me when I would, if ever, get my water back on.

Mountain Water set up their phones to a "quick busy signal" so you couldn't even talk to no one about the water.

I did not receive any boil water advisories after my water came back on, on day 6.

I received a letter with my last bill just days ago stating that what water I had been receiving from Oct. 2014 thru Dec. 31, 2014, that even that water

fails the drinking water standards. Myself, husband and three kids drink that water, and now to see it's unsafe, really is horrible. I no longer drink the water.

I oppose the rate increase due to the fact that Mountain Water does a poor job managing their company and business.

When my water was cut off on Feb. 22, 15, I found out, that "upon where you live" was a factor in whether you got to keep your water on or not. If you live on one of the water lines that feeds to a hospital or a main line up Hardy, then you got to keep your water. But, if you were considered by them as "an outliving area" you were cut off. Which I fell into the "outliving area" I pay my bill the same as those that are not in an outlive area.

I experienced an extreme hardship just trying to exist for those 5 days. My three kids had to help me bail water in buckets out of the ditch just to flush the toilet.

By approving the Mountain Water Districts raise increase, that is not going to fix their problems. They, as a company, have to have better management of their money. To just raise our rates will not gaurentee us better service.

If I as a person cannot pay my bills, I cannot go to my employer and insist on a bigger paycheck to cover my debts I have. It is up to me to manage my own bills not try to get a paycheck "increase".

I strongly am against this rate increase for Mountain Water.

I wrote a letter to Mountain Water thru their email on March 3, 2015 voicing my complaints over the Feb. 22nd thru 27th lack of water. I recieved no reponse back from them. Yet I can recieve my bill on time and even a paper stating the failing quality of my water standards.

If I had ANY other water company option, I would switch over today from Mountain Water.

Sincerely, Jamie + Melissa Stacy

369 left Turkey Toe Br.
Hardy KY 41531

I received this
with my water
bill on

3-28-15

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

The Mountain Water District Has Levels of Total Trihalomethanes Above Drinking Water Standards

The Mountain Water District recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Our water is tested for Total Trihalomethanes once per quarter. Test result calculations show that during the reporting periods of 10/01/2014 through 12/31/2014 our system exceeds the standard, or maximum contaminant level (MCL), for Total Trihalomethanes (TTHM). The standard for TTHM is 0.080 mg/l on a four quarter running average. The running average of TTHM calculated after fourth quarter testing in 2014 was 0.086 mg/l.

What should I do?

You do not need to use an alternative (e.g. bottled) water supply. However, if you have specific health concerns, consult your doctor.

What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.

What happened? What is being done?

This test measures disinfection byproducts that occur from naturally occurring material, mostly organic matter (leaves), combining with the chlorine that is added to your drinking water to kill harmful organisms and bacteria. These harmful organisms and bacteria would cause immediate harm if not disinfected. Higher levels of TTHM have only a possibility of causing harm over a very long period of time. Tighter control on the amount of chlorine added and additional flushing of the water system are being tried to lower the amount of TTHMs that are created in the future. We anticipate resolving the problem by the Spring of 2015.

For more information, please contact Tammy Olson of the Mountain Water District system at 606-631-9162.

This notice is being sent to you by the Mountain Water District, 6332 Zebulon Highway, Pikeville, Ky. or at PO Box 3157, Pikeville, Ky. 41502.

State Water System ID# KY 0980575. Date distributed: 03/12/15

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses.) You can do this by posting this notice in a public place or distributing copies by hand or mail.