

July 1, 2016

Aaron D. Greenwell
Deputy Executive Director -Internal
Kentucky Public Service Commission
P.O. Box 615, 211 Sower Blvd
Frankfort, Ky. 40602-0615

RECEIVED

JUL 5 2016

Public Service
Commission

Dear Mr. Greenwell:

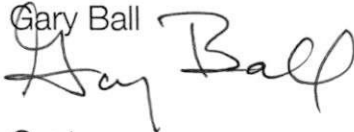
I have attached a letter and photos and I ask that you please accept these into the record as attachments and written comments into my formal complaint with the Kentucky Service Commission (Case No. 2016-00142).

The letters are pretty self explanatory. I accepted the fact that after the PSC opened its formal investigation in April that the service (good, quality water) I was receiving from the Kermit Water District would cease. After filing my written complaint, the area where I live (Lovely) was hooked up to Kermit. I enjoyed about a nine-month period with no disruptions in service and water that, if I wanted to, I could actually consume. (I've grown accustomed to buying and drinking bottled water, so I continued doing so.)

At any rate, I realize the PSC's oversight has more to do with setting rates and customer service issues, and the Kentucky Division of Water has oversight as far as water quality and ensuring the district abide by standards set forth by state and federal regulations, as well as the Safe Drinking Water Act.

The Martin County Water District simply does not abide by regulations -- period -- whether it be in customer service or meeting drinking water standards.

Thank you for receiving this into the record as part of my complaint.

Gary Ball


Customer
Martin County Water District

sent via email
from Gary Ball July 1, 2016

Mr. Goodman, I appreciate the public meeting held here on June 20 to address our problems with water quality. Customers here are glad that this issue is being addressed. However, I believe your agency may be misled into believing our issues are solely the result of a lack of funding, an aging system and the challenges of upkeep of a distribution system in mountainous terrain -- and I acknowledge that these exist -- the biggest challenge here is simply an outright refusal to comply with drinking water regulations and standards -- period.

I've attached or forwarded an email from our newspaper to the Martin County Water District. These glasses of brown water are what customers get with no advance notice coming into their homes. You can imagine what this stuff does to hot-water heaters, ice-makers (mine is ruined; I had hoped to perhaps look into replacing it, but didn't know how long I would be hooked up to Kermit Water District), washers and anything water-related.

I called the water district to ask if a boil-water advisory had been issued for the affected area (Riverfront/Lovely) and was told none had. They were not very receptive to my inquiry. (They never are, so I expect it ... no big deal). However, I later learned -- through another customer calling the water district -- that general manager John Mills had conducted some "flushing of lines" in that area and I assume that was the reason for this very murky water. I remember you saying that certain things -- like leaks repairs -- could be done "under pressure" where a boil water advisory wasn't required. That clearly didn't happen in this case. This is how the water district operates.

This is the reason for public mistrust. This is the reason you heard all the gripes at our meeting here. I'm well aware that water districts -- as other public utilities like the power company -- are required by law to inform the public when a "scheduled disruption" of service is to occur. This flushing was done either during the late night or early morning hours before these photos were taken (around 6:30 a.m.) It would have been far better and understandable if the water district had alerted local media that lines were going to be flushed in a certain area at a certain time, this would mean a pressure loss and that a subsequent boil water advisory would be in effect. In this were

done, people could prepare and be on the lookout. If the flushing were done properly (and by these photos, that clearly doesn't appear to be the case), customers wouldn't have to be concerned of not only getting dirty water, but having their water-related appliances negatively affected. People here are still pretty outraged at what is going on. Thank you for looking into this matter. I forwarded an email from our newspaper to the water district.



This was sent to the Water District
via email from the Mountain Citizen, along
with photos.

Please see the attached photo of drinking water today, June 30, 2016, at a home located on Long Branch, Route 292, Lovely, Kentucky.

Also attached is a photo taken at 6:30 a.m. June 30, 2016 at a separate location on Route 292, Lovely, Kentucky, of a water pressure gauge indicating pressure below 30 psig.

Please be advised that Martin County Water District has not issued a boil water advisory.

