

From: Melnykovych, Andrew (PSC)
To: "gball"
Subject: RE: Comment on Martin County Water District Case No. 2016-00142 and 2018-00017
Date: Tuesday, November 06, 2018 7:56:00 PM

Dear Mr. Ball:

Thank you for your comments on the Kentucky Public Service Commission's investigation of the operating capacity of the Martin County Water District and the district's rate case.

Your comments in the above-referenced matter have been received and will be placed into the case files for the Commission's consideration.

Thank you for your interest in this matter.

RECEIVED

By Kentucky PSC at 8:10 pm, Nov 06, 2018

Andrew Melnykovych

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Kentucky Public Service Commission
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From: gball [REDACTED]
Sent: Thursday, October 25, 2018 10:41 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Comment on Martin County Water District Case No. 2016-00142 and 2018-00017

I am Gary Ball and I want to comment on Case No. 2016-00142 and 2018-00017 in regards to the Martin County Water District's request for a supplemental rate increase in addition to the emergency rate increase already granted earlier this year.

As part of your deliberations I ask that you first view a taping on the Martin County Water District's Board meeting Oct. 20 on the Martin County Water Warrior's Facebook site. I reported this incident in our newspaper. Regardless of how much money the water district has to operate, this tape shows how customers are treated by the water board. Bear in mind, this customer, a retiree from California who moved here a little over a years ago, had been without water three weeks. I spoke yesterday to interim GM Greg Scott and he said he has ordered a special pump to serve this customers and three more households in the area, and it will "probably" (his words) be ready in two weeks.

It's inexcusable how this customer was treated. It was rude and unprofessional, and I believe the intent -- since Board Chairman John Horn knew it was being videotaped -- was clearly to intimidate any customer with a complaint over service from coming to a

meeting of the water board. Since other board members sat in silence during this meeting while this took place, their silence means they obviously agree with Horn's handling of the matter. This goes far deeper than having money to operate. Past orders and investigations mean nothing to the board. They will continue on as past boards have done. I remember PSC chairman Mike Schmitt saying "this ends now; we're going to fix it." Customers are counting on this.

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