

From: Melnykovych, Andrew (PSC)
To: [REDACTED]
Subject: your comments in case 2018-00230 - Southern Water District rates
Date: Wednesday, August 01, 2018 3:22:00 PM

Dear Ms. Tackett:

Thank you for your comments on the application of the Southern Water District for a rate adjustment.

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

For your future reference, the case number in this matter is 2018-00230. It would be helpful if you would please refer to it in any further correspondence.

The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2018-00230.

RECEIVED

By Kentucky PSC at 3:28 pm, Aug 01, 2018

Thank you for your interest in this matter.

Andrew Melnykovych

Director of Communications
Kentucky Public Service Commission
502-782-2564 (direct) or 502-564-3940 (switchboard)
502-330-5981 (cell)
Andrew.Melnykovych@ky.gov

From: PSC - Consumer Web Inquiry
Sent: Tuesday, July 17, 2018 12:55 PM
To: Melnykovych, Andrew (PSC) <Andrew.Melnykovych@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, July 16, 2018 10:06 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED]
on Monday, July 16, 2018 at 10:05 PM

Name: Rosetta Tackett

Address: PO Box 304

City: Teaberry

State: KY

Zip Code: 41660

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Southern Water and Sewer

State the nature of your concern: My concern is about the upcoming rate increase. We as southern water customers already pay a large amount for our water and garbage. Hundreds of cusomters have watched as the meter readers pass our homes without stopping to read the meter and then later send us a bill that is estimated. We went as far as covering our meter with brush and dirt to show they hadn't read it. This company is a joke and needs deeply investigated. They need the increase to keep the doors open they said. Well, they need to stop neglecting money and and funds and stop punishing the customers for their over spending on their personal things that don't pertain to the company. This place is a joke to say the least and we as customers who barley can pay the bill now will have to pay for it.

Have you contacted the utility about the problem: Yes

From: Melnykovych, Andrew (PSC)
To: [REDACTED]
Subject: your comments in case 2018-00230 - Southern Water District rates
Date: Wednesday, August 01, 2018 3:21:00 PM

Dear Mr. Mathews:

Thank you for your comments on the application of the Southern Water District for a rate adjustment.

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

For your future reference, the case number in this matter is 2018-00230. It would be helpful if you would please refer to it in any further correspondence.

The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2018-00230.

Thank you for your interest in this matter.

Andrew Melnykovych

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From: PSC - Consumer Web Inquiry
Sent: Wednesday, July 18, 2018 8:03 AM
To: Melnykovych, Andrew (PSC) <Andrew.Melnykovych@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, July 17, 2018 2:01 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED]
on Tuesday, July 17, 2018 at 2:00 PM

Name: Robert Mathews

Address: 54 Reynolds branch road

City: Beaver

State: Ky

Zip Code: 41604

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Southern water and sewer

State the nature of your concern: There wanting a rate increase for there pocket they don't read meters half the time. I had the same exact bill for 3 months to the penny, when I ask she said I had used the same amount, that's not possible. They need to be investigated for misuse of money and improper billing.

Have you contacted the utility about the problem: Yes

From: Melnykovych, Andrew (PSC)
To: [REDACTED]
Subject: your comments in case 2018-00230 - Southern Water District rates
Date: Wednesday, August 01, 2018 3:18:00 PM

Dear Ms. Hurd:

Thank you for your comments on the application of the Southern Water District for a rate adjustment.

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

For your future reference, the case number in this matter is 2018-00230. It would be helpful if you would please refer to it in any further correspondence.

The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2018-00230.

Thank you for your interest in this matter.

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From: PSC - Consumer Web Inquiry
Sent: Wednesday, July 18, 2018 8:09 AM
To: Melnykovych, Andrew (PSC) <Andrew.Melnykovych@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, July 17, 2018 8:28 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED]
on Tuesday, July 17, 2018 at 8:27 PM

Name: Angie Hurd

Address: Sizemore

City: Minnie

State: My.

Zip Code: 41651

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Southern Water - Mc Dowell Ky.

State the nature of your concern: I am a customer of Southern Water in Floyd County. I see that they have applied for a rate increase. They should be fixing the damaged pipes and massive line leaks before they ask their customers to pay for their inept business practices. An across the board audit of their expensives and bookkeeping is needed.

Have you contacted the utility about the problem: No

From: Melnykovych, Andrew (PSC)
To: [REDACTED]
Subject: your comments in case 2018-00230 - Southern Water District rates
Date: Wednesday, August 01, 2018 3:18:00 PM

Dear Ms. Hall:

Thank you for your comments on the application of the Southern Water District for a rate adjustment.

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

As you noted, the case number in this matter is 2018-00230. It would be helpful if you would please refer to it in any further correspondence.

The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2018-00230.

Thank you for your interest in this matter.

Andrew Melnykovych

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Andrew.Melnykovych@ky.gov

From: PSC - Consumer Web Inquiry
Sent: Wednesday, July 18, 2018 8:08 AM
To: Melnykovych, Andrew (PSC) <Andrew.Melnykovych@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, July 17, 2018 4:31 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, July 17, 2018 at 4:31 PM

Name: Jessica Hall

Address: 4454 KY Route 550

City: Hueysville

State: KY

Zip Code: 41640

Phone number where you can be reached: ([REDACTED]

Home phone:

Utility Name: Southern Water & Sewer McDowell KY

State the nature of your concern: The water company asking a 41% increase rate, single mother barely making ends meet, how can anyone afford that

Have you contacted the utility about the problem: Yes

From: Melnykovych, Andrew (PSC)
To: [REDACTED]
Subject: your comments in case 2018-00230 - Southern Water District rates
Date: Wednesday, August 01, 2018 3:17:00 PM

Dear Ms. Newsome:

Thank you for your comments on the application of the Southern Water District for a rate adjustment.

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

For your future reference, the case number in this matter is 2018-00230. It would be helpful if you would please refer to it in any further correspondence.

The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2018-00230.

Thank you for your interest in this matter.

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From: PSC - Consumer Web Inquiry
Sent: Wednesday, July 18, 2018 8:10 AM
To: Melnykovych, Andrew (PSC) <Andrew.Melnykovych@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Wednesday, July 18, 2018 12:31 AM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Wednesday, July 18, 2018 at 12:30 AM

Name: Ginger Newsome

Address: 11 Cedar ST

City: Grethel

State: Ky

Zip Code: 41631

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Southern Water and Sewer McDowell Ky

State the nature of your concern: I'm very concerned of the proposed 41% rate increase. My family simply can't afford this. We are badly majorly no it most months as it is and some months we really aren't. With the everything on the rise we have to put a stop somewhere. I'd rather have well water and pay for it upfront than to pay these outrageous prices we will have to pay.

Have you contacted the utility about the problem: No

From: Melnykovych, Andrew (PSC)
To: [REDACTED]
Subject: your comments in case 2018-00230 - Southern Water District rates
Date: Wednesday, August 01, 2018 3:23:00 PM

Dear Mr. Howell:

Thank you for your comments on the application of the Southern Water District for a rate adjustment.

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

For your future reference, the case number in this matter is 2018-00230. It would be helpful if you would please refer to it in any further correspondence.

The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2018-00230.

Thank you for your interest in this matter.

Andrew Melnykovych

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Andrew.Melnykovych@ky.gov

From: PSC - Consumer Web Inquiry
Sent: Tuesday, July 17, 2018 12:55 PM
To: Melnykovych, Andrew (PSC) <Andrew.Melnykovych@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, July 16, 2018 9:48 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, July 16, 2018 at 9:47 PM

Name: Kyle Howell

Address: 325 Morris

City: Stanford

State: KY

Zip Code: 40485

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Southern Water Company (Floyd County)

State the nature of your concern: Unfair rate increases. I grew up in Floyd county and my family still lives there. Too many people are without jobs and there's no sign of hope of any increase in opportunities. The state of Kentucky flourished while taking money from eastern Kentucky via coal taxes when prices were soaring. Now that prices are down the state of Kentucky allows things like this to happen. No help from the state when eastern Kentucky needs it and after it carried its weight in taxes for decades. Please look further into these rate increases, possibly even a audit to ensure their reasons for the increases are legitimate.

Have you contacted the utility about the problem: No

*Southern Water & Sewer District
245 Kentucky Route 680
P. O. Box 610
McDowell, KY 41647

*Dean Hall
Operations Manager
Southern Water & Sewer District
P.O. Box 610, 245 Kentucky Route 680
McDowell, KENTUCKY 41647

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