

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TRACY KAY SANDERS)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2019-00375
)	
GREEN RIVER VALLEY WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

Green River Valley Water District (Green River Valley District) is hereby notified that it has been named as a defendant in a formal complaint (Complaint) filed on October 2, 2019, a copy of which is attached hereto. The Complaint, filed by Tracy Kay Sanders (Mrs. Sanders) states that Green River Valley District does not provide adequate water pressure to her residence.¹ Mrs. Sanders states that she and her husband have complained to Green River Valley District several times in relation to the inadequate water pressure.² Mrs. Sanders states that “to have more than a trickle,” a pump is required to be put in her basement.³ Mrs. Sanders further asserts that she has purchased several pumps, with the last pump purchased having a cost of over \$1,000.⁴

¹ Complaint at unnumbered page 1.

² *Id.* at 1–2.

³ *Id.* at 2.

⁴ *Id.*

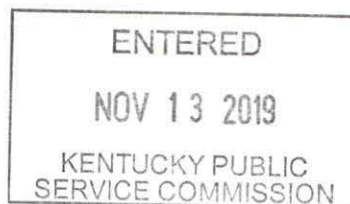
Pursuant to 807 KAR 5:001, Section 20, it is HEREBY ORDERED that:

1. Green River Valley Water District is to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of the Order.

2. Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so personal information cannot be read.

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By the Commission



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2019-00375 DATED **NOV 13 2019**

FIVE PAGES TO FOLLOW

RECEIVED

OCT 02 2019

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Tracy Kay Sanders
(Your Full Name)
COMPLAINANT

VS.

Green River Valley Water District
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Tracy Kay Sanders respectfully shows:
(Your Full Name)

(a) Tracy Kay Sanders
(Your Full Name)

1134 Bunnett Crossing Road - Munfordville, Ky.
(Your Address) 42765

(b) Green River Valley Water District
(Name of Utility)

1180 E. Main Street Horse Cave Ky 42749
(Address of Utility)

(c) That: Since 1996 green river valley water
(Describe here, attaching additional sheets if necessary,
district has not provided my house
the specific act, fully and clearly, or facts that are the reason
adequate water pressure. My husband and
and basis for the complaint.)

myself have complained numerous times to

Continued on Next Page

Formal Complaint

Tracy Kay Sanders vs. Green River Valley
Water District

Page 2 of 2

the water district over the years. To have more
than a trickle a pump has to be in my basement.
Over the years, there have been several different
pumps purchased. A few from the water district but
most by myself. With the last pump being purchased
by me and its cost was over \$1000.00.

Wherefore, complainant asks that green river valley
(Specifically state the relief desired.)

water district do whatever is needed
to ensure I have adequate water
pressure without my household having
to use a pump in our basement.

Dated at Munfordville, Kentucky, this 25 day
(Your City)

of September, 20 19
(Month)

Tracy Sanders
(Your Signature*)

(Name and address of attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(Continued) page 2 of 2

The problem with the water pumps in my basement is low pressure to pump or no water at all cause the pump to over heat and then the pumps start leaking and do not last.

Before the Public Service Commission

Tracy Kay Sanders
(Insert name of complainant)
Complainant)

No. _____
(To be inserted by the secretary)

vs.
Green River Valley Water)
(Insert name of each defendant) district)
Defendant)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

- (a) That Tracy Sanders, LPN, 1134 Bunnell Crossing Road Munfordville Ky 40356
- (b) That Green River Valley Water district 1180 E Main St. Horse Cave Ky 40349
- (c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed). Not providing adequate water pressure to my home.

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at Munfordville, Kentucky, this 25 day
of September, 20 19.

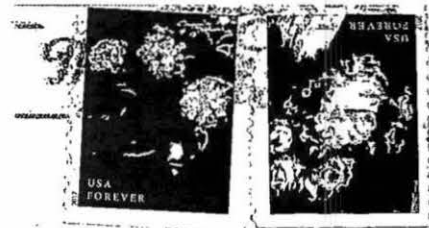
Tracy Sanders
(Name of each complainant)

(Name and address of attorney, if any)

Sanders
Bunnell Crossing Rd.
Louisville Ky 402765

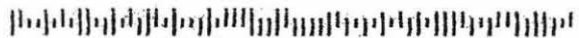
LOUISVILLE KY 400

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Kentucky Public Service
Commission - P.O. Box 615
211 Sower Blvd.
Frankfort Ky 40601 - 0615

40601-829411



Tracy Kay Sanders
1134 Bunnell Crossing Road
Munfordville, KENTUCKY 42765

*Green River Valley Water District
1180 E Main Street
P. O. Box 460
Horse Cave, KY 42749