

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

ORDER

This matter arises upon a complaint filed by Tracy Sanders against Green River Valley Water District (Green River Valley District). Ms. Sanders alleged Green River Valley District was providing service at a low per square inch gauge (psig) to her property located at 1134 Bunnell Crossing Road, Munfordville, Kentucky. Ms. Sanders requested her property be serviced at the psig required by regulation.¹ Green River Valley District filed a motion to dismiss the complaint as satisfied.

BACKGROUND

Ms. Sanders has resided at 1134 Bunnell Crossing Road, Munfordville, Kentucky, since 1996. Since that time, she has received service from Green River Valley District. Ms. Sanders stated that since 1996 she has had very low water pressure to her residence.² Ms. Sanders complained to Green River Valley District numerous times

¹ 807 KAR 5:066, Section 5(1), requires a water utility to ensure that the pressure at the customer's service pipe under normal conditions not fall below 30 psig.

² Sanders Complaint at 1.

about the low water pressure. The only solution was a pump in her basement that would routinely fail. Ms. Sanders purchased several pumps over the years.³ Ms. Sanders filed a complaint about the water pressure to her residence on October 2, 2019.⁴

Green River Valley District acknowledged the water pressure at Ms. Sanders' residence was below 30 psig.⁵ Green River Valley District proposed to satisfy the complaint by new tariff provisions filed through the Commission's electronic tariff filing system. The new tariff provision placed the maintenance of the individual pumps on the customer if water pressure could not be maintained above 30 psig.⁶ The Commission established Case No. 2020-00026⁷ to review the proposed tariff provision by Green River Valley District. The Commission rejected the proposed tariff, and Green River Valley District then submitted new tariff provisions that required the utility to install and maintain individual pumps if the water pressure at the customers' location is below 30 psig.⁸

At the conclusion of 2020-00026, Green River Valley District offered a settlement to Ms. Sanders.⁹ Green River Valley District proposed to construct a new booster pump station near Bunnell Crossing Road in Munfordville, Kentucky. The booster pump station

³ *Id.* at 2.

⁴ *Id.* at 1.

⁵ Green River Valley District Response to Commission Order (filed Jan. 3, 2020) at 1.

⁶ *Id.*

⁷ 2020-00026, *Electronic Proposed Filing of Green River Valley Water District to Amend Its Tariff*. (Ky. PSC Jan. 31, 2020).

⁸ *Id.*, (Ky. PSC Oct. 2, 2020), final Order.

⁹ Green River Valley District (filed Aug. 25, 2020), Offer of Settlement.

would tie into the three-inch water main that serves Bunnell Crossing Road. The booster pump station would provide service between 45 and 50 psig.¹⁰

After numerous delays relating COVID-19, manufacturing issues, shipping, and staffing, the booster station went into service on December 15, 2021.¹¹ Green River Valley District stated the water pressure at the metering point for Ms. Sanders' residence is now measuring at 55 psig.¹² Green River Valley District confirmed there have been no incidences of low pressure since the booster station was placed into service.¹³

LEGAL STANDARD

Commission regulation 807 KAR 5:066, Section 5(1), provides that the pressure at a customer's service pipe shall not fall below 30 psig under normal conditions. The utility is responsible for ensuring a customer receives service above 30 psig.

Commission regulation 807 KAR 5:001, Section 20(5), provides that if the defendant desires to satisfy the complaint, a statement of the relief the defendant proposes to give should be submitted to the Commission, and upon acceptance of the offer by the complainant and approval of the Commission, the case shall be dismissed

DISCUSSION AND FINDINGS

Commission regulation 807 KAR 5:066, Section 5(1), addresses the water pressure requirements for utilities. Specifically, the regulation states that under normal conditions the water pressure to a customer must not fall below 30 psig. Both Green

¹⁰ Green River Valley District's Offer of Settlement at 1.

¹¹ Green River Valley District Motion to Dismiss (filed Jan. 18, 2022) at 1 and Green River Valley District's Response to Commission Staff's Second Request for Information (filed Jan. 18, 2022) (Green River Valley District's Response to Staff's Second Request), Item 1.

¹² Green River Valley District's Response to Staff's Second Request, Item 2.

¹³ *Id.*, Item 3.

River Valley District and Ms. Sanders agreed that water pressure to her residence was lower than 30 psig. Green River Valley District corrected this issue with a new booster station to service Bunnell Crossing Road. Green River Valley District has confirmed the pressure is 55 psig.¹⁴

Ms. Sanders has not responded to any of the filings made by Green River Valley District in this case, including the offer of settlement filed by Green River Valley District. Since it appears Green River Valley District has satisfied the complaint, the Commission will allow Ms. Sanders 14 days from the entry of this Order to file any documentation that the complaint has not been satisfied. If Ms. Sanders does not file any documentation, the complaint will be dismissed.

IT IS THEREFORE ORDERED that:

1. Ms. Sanders shall file a response stating whether the complaint has been satisfied and that she is receiving service above 30 psig within 14 days of this Order.
2. Ms. Sanders shall submit her response to the Commission by electronic mail at PSCED@ky.gov or by U.S. Mail at P.O. Box 615 Frankfort, Kentucky, 40602-0615.
3. If Ms. Sanders does not file any response, the complaint shall be dismissed as satisfied.

¹⁴ *Id.*, Item 1.

By the Commission

ENTERED
FEB 07 2022 rcs
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2019-00375

Tracy Kay Sanders
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