

Farmdale Water District
100 Highwood Dr.
FRANKFORT, KENTUCKY 40601

COMMISSIONERS:

Scotty Wooldridge
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December 14, 2022

Public Service Commission
211 Sower Blvd
P.O. Box 615
Frankfort, KY 40601

RECEIVED
DEC 14 2022
PUBLIC SERVICE
COMMISSION

RE: Case No: 2022-00324

Christopher Burrell vs Farmdale Water District

Farmdale Water District Response: Farmdale Water District set a meter for Mr. Burrell on November 4, 2020. In the month of June 2021 our men observed water running down Ninevah Road. Upon stopping to investigate, it was determined that the water was coming from Mr. Burrell's water line. Mr. Burrell was notified. According to the meter reading 410,500 gallons of water had gone through the meter totaling \$2582.75.

Mr. Burrell claims that Farmdale Water is at fault because the line pulled loose on his side of the meter after connecting to a part we supplied. The work on Mr. Burrell's side was not done by a plumber but by Mr. Burrell and a friend. Upon back filling his line, it pulled loose. We have provided minutes from the Board meeting attended by Mr. Burrell. I have also attached copies of Customer's responsibility for laying and maintaining the water line from the meter to the point of usage.

The Board approved an adjustment on Mr. Burrell's bill according to our tariff. The adjustment of \$968.29 was applied to his account.

The Board of Commissioners are willing to have another meeting with Mr. Burrell at his convenience.

Respectfully,



Scottie Wooldridge, Acting Chairman

Cc: Christopher S. Burrell

FARMDALE WATER DISTRICT
MINUTES OF MEETING July 9, 2021

The meeting was called to order by Chairman Toles at 9:00 AM. Present were Commissioners: Clifford Toles, Scottie Wooldridge and Donald Morse, Dale Gatewood, contractor, Marty Booth, fifth district magistrate, and Staff: Jamie Roberts and Jan Sanders.

Mr. Toles moved to approve the minutes of the June 4, 2021 meeting. Mr. Wooldridge seconded the motion and motion was approved.

Mr. Roberts presented a water loss report showing total water loss of 37.6%. He reported that a large portion of this was due to a 6" water main break which supplied the Stewart Home water tower. This has now been repaired.

The board discussed the need to replace our computer server and noted that this would be presented at the August meeting. She stated that the billing software would also be updated and asked that these two actions be coordinated.

Mr. Toles reported that Judge Wells had contacted him regarding county funding from the American Rescue Act. Judge Wells stated he would provide a form to be completed for the South Benson Project which was described by letter. The available funding would be \$50,000 per water district this year followed by additional funding in 2022.

Mr. Toles reported that a meeting at 5:00 pm September 23, 2021 with Evergreen Baptist Church had been set up to explain easement impacts with property owners affected by the A/C water line replacement project.

Mr. Toles and Assessor presented the audit report for 2020. The opinion was unqualified and there were no significant issues with internal control. Mr. Toles did recommend considering if signature authority should be given to employees with regard to board review of bank reconciliations.

Mr. Chris Burrell of 958 Nineveh Road, presented a customer complaint for an excessive water bill caused by a break in his service line on a new connection. The bill for the month of May 2021 was for \$2,619 on approximately 400,000 gallons of water. Mr. Burrell complained that the break was caused when his service line was pulled loose from a pig tail installed by Farmdale personnel on the meter. All agreed that this was caused by dirt settling in the service line ditch. Mr. Burrell was informed that Farmdale's tariffs provide for bill adjustments on high bills due to leaks, equal to the average water billed in the previous 3 months plus the actual cost to the District of the excess water. This adjustment would lower the bill to \$1,617. Mr. Burrell was advised that if this adjustment was not acceptable, he could file a complaint with the Public Service Commission.

The board discussed amending its service agreement to require the homeowner to provide a Plumbing License or Homestead Exemption from the County prior to installation of a new meter.

FOR Farmdale, Kentucky
Community, Town or City

P.S.C. KY. NO. 2
Original SHEET NO. 34

Farmdale Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. 1
SHEET NO. _____

Z. Service Lines & Connections.

(N)

1. The utility will furnish and install at its own expense for the purpose of connecting its distribution system to the customer's premises that portion of the service connection from its main to and including the meter and meter box. The prospective customer shall apply for and contract to use the water service for a minimum on one (1) year. The utility will recoup this expense from the customer as allowed by KRS 278.0152.
2. In areas where the distribution system follows well-defined streets and roads, the customer's point of service will be located at that point on or near the street right-of-way or property line most accessible to the utility from its distribution system. In areas where the distribution system does not follow streets and roads, the point of service will be located as near the customer's property line as practicable. Prior to installation of the meter the utility will consult with the customer as to the most practical location. If possible, meters will be installed within 10 feet of the existing main or the applicant's property at a point which is closest to the existing water main.
3. Depth of service line. All service lines must be laid at a sufficient depth (a minimum of 24 inches) to prevent freezing during the coldest weather normally experienced except where services are not intended for use during freezing weather and are actually drained during such periods.
4. A plumbing permit from the appropriate regulatory agency is required before the utility can establish service on a permanent basis.
5. The applicant/customer must furnish and lay the necessary pipe to make the connection from the point of service to the point of usage and be financially responsible for all costs associated with the installation and maintenance of his/her service line plumbing, including a shut-off valve and one-way check valve, installed on his/her property beginning at the outlet side of the water meter. The service line must be kept in good repair and in accordance with utility and Public Service Commission rules and regulations.

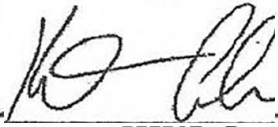
DATE OF ISSUE February 14, 2020
Month / Date / Year

DATE EFFECTIVE March 16, 2020
Month / Date / Year

ISSUED BY /s/ Clifford Toles
(Signature of Officer)

TITLE Chairperson

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATED _____

KENTUCKY PUBLIC SERVICE COMMISSION
Kent A. Chandler Executive Director

EFFECTIVE 3/16/2020 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)