

RECEIVED

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

NOV 20 2023

PUBLIC SERVICE  
COMMISSION

In the matter of:

Ricky T. Duncan  
(Your Full Name)

COMPLAINANT

VS.

East Daviess County Water  
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Ricky T. Duncan respectfully shows:  
(Your Full Name)

(a) Ricky T. Duncan  
(Your Full Name)

8853 Hwy 2830 Maceo Ky. 42355  
(Your Address)

(b) East Daviess County Water Association  
(Name of Utility)

9210 St. Rt 144 Knottsville Ky 42366  
(Address of Utility)

(c) That: Rick Duncan was digging  
(Describe here, attaching additional sheets if necessary,

A trench on inside of fence at  
the specific act, fully and clearly, or facts that are the reason

this residence 8931 Huber Rd Maceo 42355  
and basis for the complaint.)

to replace water line was inside

Continued on Next Page

Formal Complaint

Ricky Duncan vs. East Dav. Co Water ASS

Page 2 of 2

Since digging total distance from meter base 32" when water erupted from inside base called water co. Notified of leak came out to repair received bill for 916.68 for labor & material from East Dav. Co Water

Wherefore, complainant asks that he be held not responsible for bill due to the fact that he was at least 32" away from meter base there was no meter there see attachments.

Dated at Mt Vernon, Kentucky, this 9<sup>th</sup> day (Your City)

of November, 2023 (Month)

Ricky Duncan  
(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.

To Whom it may concern: (1)

First of all I'm sorry this has to come I've always had a great relationship with our local water service. I have several current residences with this service. I've installed several services with this 910 North Chestnut Grove Rd, 8853 Hwy 2830, 8945 Aubrey Rd, 8420 Hwy 66 E, 1252 Ray Rd, 8951 Aubrey Rd, this is ~~not~~ the first hook up I've done. I've never been told to dig down & cut the line before Digging. This meter base had been sitting dormant for 15 plus years & growth covered the area for this time. The meter base was an original from time water first came to Community. So to 40 years, it was very old. I've given water co. right of ways across farms & places which has nothing to do with this case I know, but knowing age & lay of property feel its not totally my fault. When this happened when they came out they put a clamp on small black line approx.  $\frac{3}{8}$ " in diameter stopped flow put a pump in Base & pumped out water.

(2)

I had not even dug my trench within 32" of meter but I was 6" to 8" below water base level & water didn't flow down my trench. I never did see my line or line setter but the men there said this was long overdue for a revision & called someone to ask if they wanted to do that at this time but they didn't at this time. My wife had arrived & heard them say this the line to line setter was a thin black line about size of pencil. Most black pipe from years ago became rotten and deteriorated. I've had several leaked over time this black pipe will just go to leaking over time, or maybe defect over years of time. This letter may be late because I didn't start or was concerned about this because I didn't expect to be billed until I received a bill. The day I received bill I called Public Service Commission & spoke to Rosemary Tatt who informed me that the Commission had investigated my case & found that I was liable to pay bill.

(3)

Mrs. Tutt had not even ask about my side of the story or any circumstances, she just stated I had to pay bill. I didn't think it was fair, guilty or not no one knew my side so I call right back. I asked Mrs. Tutt who all was on the Commission & was informed Quote! I Am the commission. She was not very professional causing me to be frustrated. I was not hateful or out of line. I speak to everyone in a christian way. I ask her name & she ask what I needed that for I politely told her if I needed to seek council I would need who to whom to contact she did give me her first name but would not divulge her last name. I realize this has no bearing on guilt or innocence but I would like to be treated fair. So did say get on computer to get complaint forms I ask her to mail forms I'm not too computer savvy. She did agree to mail them. She was supposed to inform me when commission reach a decision (which was a decision made



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by her as I understood. I supposed she made the decision that day and she said she called me the next Day to inform me I needed to pay. I informed her I had never received a call. She said I called and left message. I said what number did you call she said she'd have to look it up. She called 270 316-8377 which is not my number. Then she said she'd mail the complaint forms I was a long time before I got them because she mailed them to the wrong address I still have the envelope she mailed them to it's another address where I have a rental residence. I don't know exactly when they brought the letter to me for sure around 1st week in Nov. when they pay their rent. Address was 8851 Abbey Rd. This is important to me I've never been late or failed to pay a bill, this bill is a lot of money to me & my wife on very little social security.

I feel as if it had been a very modern up date service not set idle for over 15 years no meter in box not been ground up in bushes for so long this could have very well not have happened. If you are going to investigate please do & give everyone a fair shake. I don't feel fairly treated when one lady sitting in frankfort can fully investigate without investigation,

Again thank you for your time sorry it happened. what is my next step if this is not resolved. I don't know what I will do but I would like to know that a commission took a look at this not one lady. I had called Bill for all locations because I had all gas times replaced. Thank!

Jack Cruise

8853 Hwy 2830

Maced Ky 42355

Call me any time for questions or etc.  
PS See Pictures



(6)

Please observe these pictures that I have enclosed to try & show exactly what I feel could explain the case I also feel in the 50+ years this was installed set idle clamps, pipes, unforseen things happen.

Picture #1 residence of meter & Area shown when I bought residence 1½ years ago you couldnt hardly see house from road already cleared

Picture #2 shows white pipe water Co put by meter & residence number

Picture #3 Shows meter & distance meter location from fence I believe

meter was further from fence before repairs

Picture #4 Close up of Distance from fence <sup>12"</sup> to Base

Picture #5 Looking west meter not in view

Picture #6 Shows distance I started to Dig Inside fence from fence 20" keep in mind meter another 12" outside <sup>fence</sup>

Picture #7 Shows better view inside fence

Picture #8 Outside fence To Base

Picture #9 Another view inside fence the pipe is a reference point where I began To Dig.

Also sending copies of wrong number & wrong address verification

thanks





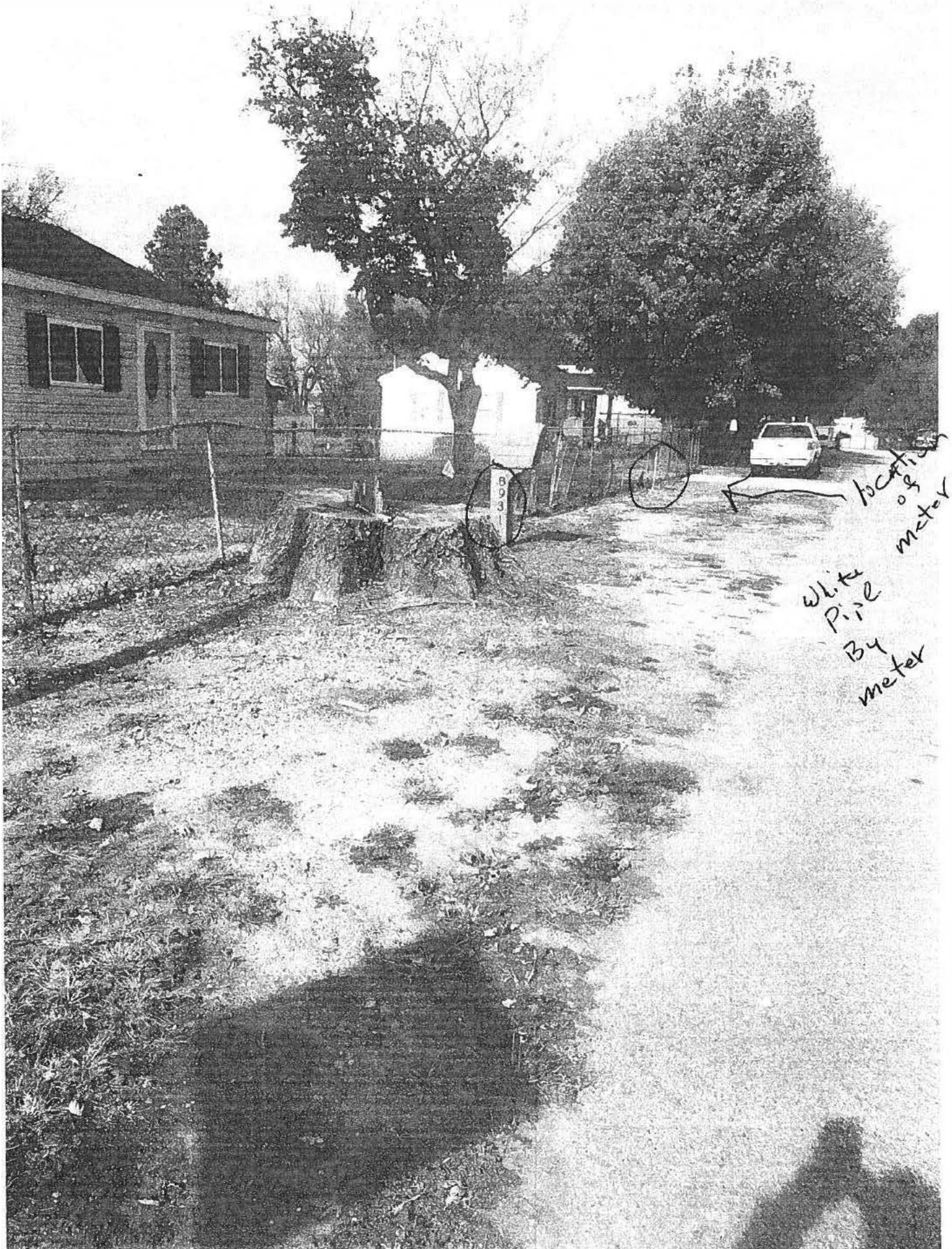
Had much Brick  
Traces etc Down since  
Line over 20 years  
No one lived  
Here

Looking east Down  
Aubrey Rd

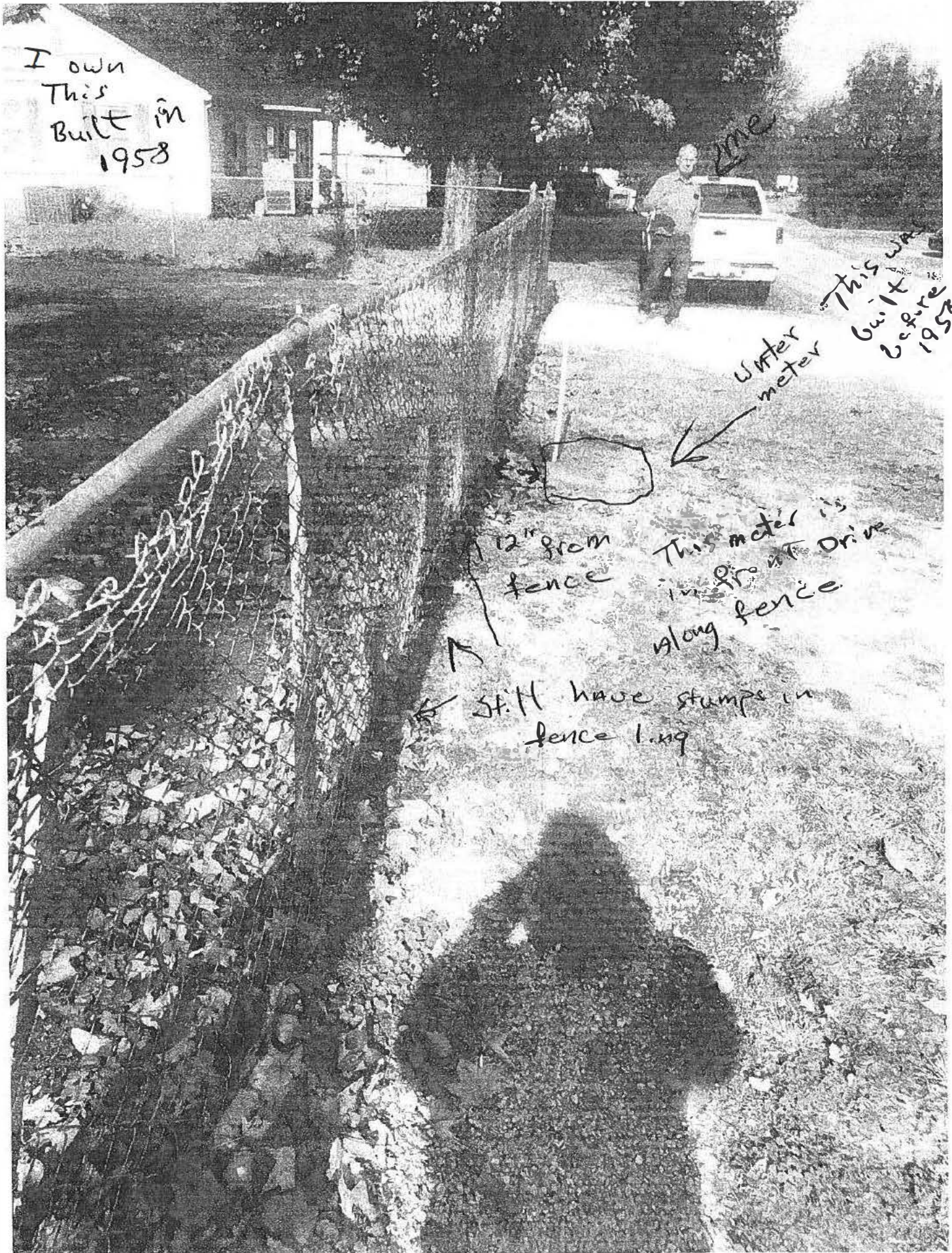
8931 Aubrey Rd  
Aubrey Rd  
meter where tank occurred  
not c/d. Annoy



②







I own  
This  
Built in  
1958

This was  
built  
before  
1958

Water  
meter

12" from  
fence

This meter is  
in front of Drive  
along fence

still have stamps in  
fence line

Twin 4 residents on this street





This shows front fence to edge of meter Base 12" +



# 5



meter  
↓

standing on meter looking west  
meter not in view)



6

IMG\_5507.jpeg

Download Full screen Print Save to OneDrive Hide email X



Showing distance from Inside fence  
 To fence 20" inside fence to meter  
 This is where I started to Dig<sup>RD</sup> (No sut



House I started to Dig my Trench here To house

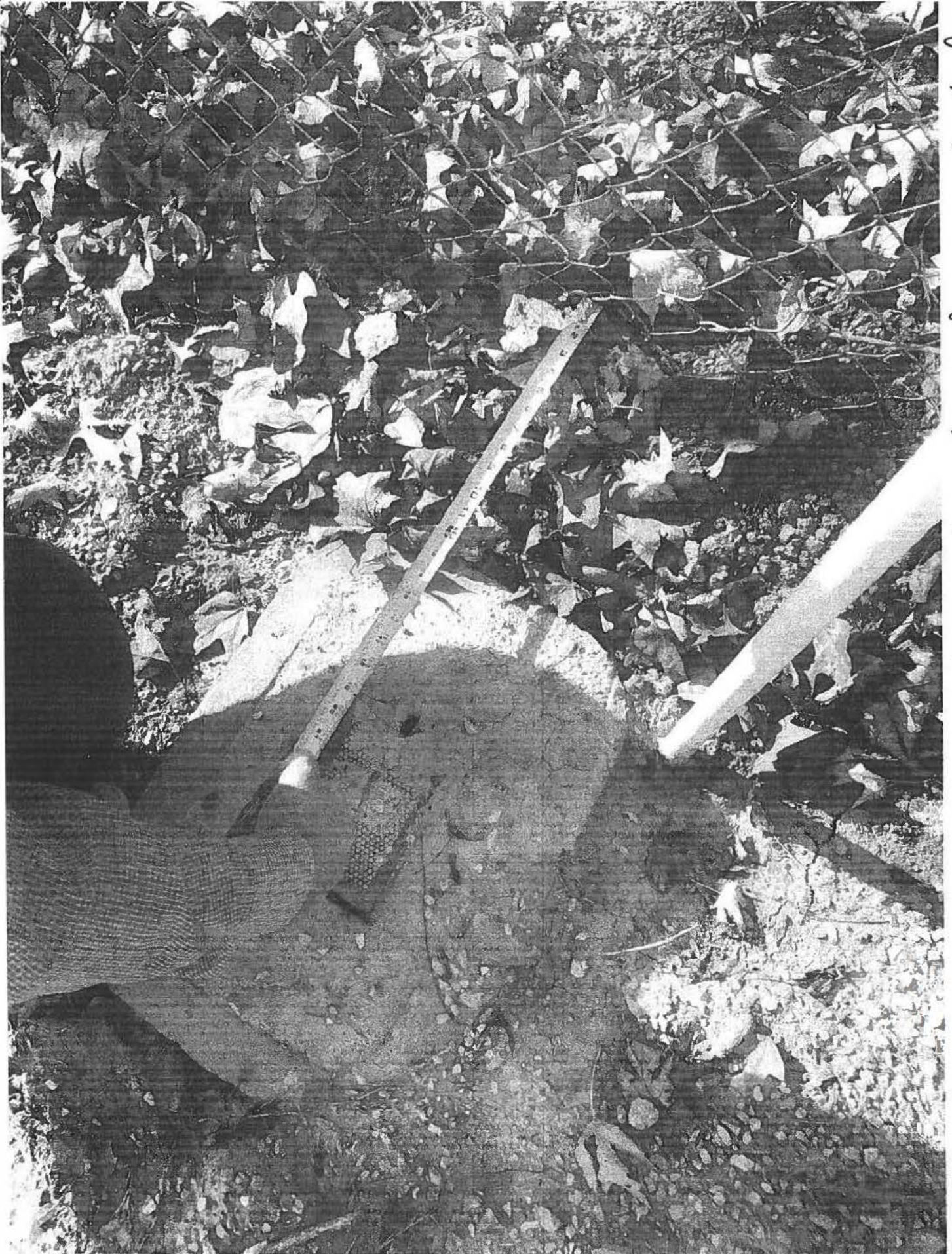


fence  
line

fence you can see



(8)



17 1/2 inches to meter edge to fence outside fence



IMG\_5506.jpeg

Download Full screen Print Save to OneDrive Hide email X



inside fence where I started to dig to house  
Twenty inches from fence put pipe there  
for reference

(No sut

RD

fence

(b)



# EAST DAVIESS COUNTY WATER ASSOCIATION

9210 State Route 144 Knottsville, Kentucky 42366

1800 772-4636

9210 STATE ROUTE 144  
KNOTTSVILLE, KY 42366

Oct 4<sup>th</sup>

## INVOICE

PHONE: (270) 281-5187  
FAX: (270) 281-5709

Sept 16<sup>th</sup>

EAST DAVIESS COUNTY  
WATER ASSOCIATION

Rosemary Consumer Service Branch  
15 years manager

INVOICE #091 92023

Bill To:  
Rick Duncan  
8853 State Route 2830  
Maceo, KY 42355

216 Sower 1316d  
Frankfort Ky. 40601

Service Address:  
8951 Aubrey Road

Damages incurred while replacing his service line

DESCRIPTION	UNIT PRICE	UM	AMOUNT
Contractor			\$400.00
Labor (3 men after hours)			\$275.25
	Total		\$675.25
Material			
Line Setter			\$223.09
3/4 x 12" Nipple			\$4.68
			\$227.77
	Tax		\$13.66
	Total		\$241.43
<b>TOTAL DUE:</b>			<b>916.68</b>

Wrong #



Payment due upon receipt





Kentucky Public Service Commission  
211 Sower Blvd.  
Frankfort, KY 40601

LEXINGTON KY 405

25 OCT 2024 AM 11

*Rick Duncan*  
*8951 Aubrey* ← *wrong*  
*more ky #2395* *address*

42955-960251



were as :

I've never heard of the water Co. Advise anyone to dig down & cut or disconnect the water line to home before digging.

This line setter & hook up I feel has been in this residence for in excess of 50 + years I feel it was in way past lifetime of service. Does Commission have regulations for replacing old linesetters? or upgrades

Address of meter in Thanks  
Question 8931 Aubrey rd  
Macedo Ky 42255 Rick

Would like to know who is this Commission (their names) and how many look at this investigation please. I don't think its fair for one person look at this case without hearing my side & making decision. Thank you again

Address in Question 8931 Aubray Rd

PSC Consumer Inquiry System

10/19/2023

Complaint: 2023-01071 Entry Date: 10/19/2023 Closed Date: 10/19/2023 Contact Type: Hotline

Name: Duncan, Rick Utility: East Daviess County Water Associatio

Address: 8951 Aubray *wrong* Utility Nbr: 33800 Location: Residence  
Macedo, KY 42355

County: Daviess Utility Type: Water

Home: Work: Reason: Rates/Policies ( Objects to rates/rate change )

Fax: CBR Nbr: (none) ( none )

Cell: [Redacted] Email: Complaint referred by:

Contacted Utility?  Spoke with: Office

Cust Relations: Failed To Correct Problem

Utility Contact: Agnes Johnson Contact's (270) 281-5187

Preliminary Description: Other Contacts:  
is questioning why he is having to pay for repairs

Processor: ROSEMARY

See File  Case Related  Staff Referral  Confidential

Info Only  Formal Forms  Ref to Util  Customer Satisfied Yes  No

PSC Narratives:

Investigator: ROSEMARY

Date: 10/19/2023 1:36:37 PM

Customer states that he was doing some work in his yard. When was digging in the yard with a backhoe there was a line, which was the customer line, that got pulled out. Customer is questioning since there was no meter there why was he having to pay for repairs, he felt that the water company should have to pay. Please the PSC background on this incident. Thank you.

Date: 10/19/2023 1:38:56 PM

Customer has called wanting to know what was find. When response was given, he does not agree with the information. Requested formal complaint forms to be sent.

Utility Response:

Date: 10/19/2023 1:36:37 PM

This is the short version of the situation.

On Saturday, September 16, 2023, Rick Duncan, a customer working on his side of the meter, using a backhoe, pulled on the customer service line, and when doing so, it pulled EDCW line setter out of the meter box causing a water leak in the service line to the meter.

The cost of repairs to be billed to the customer is \$916.68.

Let me know if you have any more questions.

Thank you,

Agnes Johnson, Office Manager  
East Daviess County Water  
Phone: 270-281-5187  
Fax: 270-281-5709

my address 8053 Hwy 2830  
Macedo Ky 42355

Home