

in the requested format, reference may be made to the specific location of that information in responding to this request. When filing a paper containing personal information, Mr. Gaines shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

A copy of this request shall be served on the Belden Craig Gaines by U.S. certified mail, return receipt requested at 5005 Warsaw Road, Dry Ridge, Kentucky 41035.

1. Refer to Complaint, at unnumbered page 3. Explain whether Bullock Pen District allowed Belden Craig Gaines to be present during the initial visit on May 24, 2024.

2. Refer to Bullock Pen District's Answer to Complaint¹ (Answer), at 1-2, paragraph 4 and Exhibit 1.

a. Explain how Bullock Pen District regularly performs water pressure tests if Mr. Gaines' meter if the meter was too deep to check.

b. Explain how Bullock Pen District typically addresses concerns regarding low pressure within a customer's home.

3. Provide, in accordance with 807 KAR 5:001, Mr. Gaines' phone number that Bullock Pen District has on file.

4. Refer to Answer at 2, paragraph 7. Explain what errors occurred with the Neptune meter reading system. In this explanation, state whether the errors included inaccurate reading of meters.

5. Refer to Tariff Sheet P.S.C. Ky No. 1. Rules and Regulations- Billing.

a. Provide the records kept by Bullock Pen District regarding the monthly meter reading for the period May 2024 through August 2024.

¹ Bullock Pen District's Answer to Complaint (filed Nov. 15, 2024).

b. Provide any evidence that Bullock Pen District recorded the date and time the meter read attempt was made.

c. If applicable, provide the reason Bullock Pen District was unable to read the meter for each attempt that occurred.

6. Refer to Tariff Sheet PSC. No. 1.- Rules and Regulations, Customer Complaints to the Utility. Provide all evidence of Bullock Pen District advising Mr. Gaines of its findings after reading the low meter pressure and the leak issues.

7. Refer to Tariff Sheet PSC No. 1. Rules and Regulations, Meter Tests. Provide any records of the meter test performed on May 24, 2024, including the following:

a. Information to identify the unit and its location;

b. Date of tests;

c. Reason for such tests;

d. Readings before and after test;

e. Statement of "as found" and "as left" accuracy sufficiently complete to permit checking of calculations employed;

f. Notations showing that all required checks have been made; and

g. Statement of repairs made, if any; identifying number of the meter; type and capacity of the meter; and the meter constant.

8. Refer to Answer at 3, paragraph 9, explain how Mr. Gaines was notified that he could attend the July 18, 2024 meeting.

9. Refer to Answer, Exhibit 2. Provide when Mr. Gaines "came in the office to complain about the leak and our employee did remember the situation."



Fal

Linda C. Bridwell, PE
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DATED DEC 10 2024

cc: Parties of Record

Case No. 2024-00262

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