COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

in the	Matter of:	
	BELDEN CRAIG GAINES)
	COMPLAINANT))) CASE NO.
	V.) 2024-00262
	BULLOCK PEN WATER DISTRICT)
	DEFENDANT	<i>)</i>)

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO BELDEN CRAIG GAINES

Bullock Pen Water District (Bullock Pen District), pursuant to 807 KAR 5:001, shall file with the Commission the following information by either mailing the response to the Public Service Commission at 211 Sower Boulevard, Frankfort, Kentucky 40602, or by emailing the response to PSCED@ky.gov. The information requested is due on December 27, 2024.

Bullock Pen District shall make timely amendment to any prior response if it obtains information that indicates its response was incorrect or incomplete when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which Bullock Pen District fails or refuses to furnish all or part of the requested information, Bullock Pen District shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding

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.

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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."

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Linda C. Bridwell, PE Executive Director

Public Service Commission

P.O. Box 615

Frankfort, KY 40602

DATED _____ DEC 10 2024

cc: Parties of Record

Belden Gaines 5005 Warsaw Road Dry Ridge, KENTUCKY 41035

*Bullock Pen Water District One Farrell Drive P. O. Box 188 Crittenden, KY 41030

*Charles Givin Bullock Pen Water District One Farrell Drive P. O. Box 188 Crittenden, KY 41030