

RECEIVED

JUL 23 2024

PUBLIC SERVICE  
COMMISSION

## Monroe County Water District

205 Capp Harlan Road  
Tompkinsville, Ky 42167  
Phone: 270-487-8131  
Fax: 270-487-0932

July 22, 2024

RE: 2024-00233

Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, Kentucky 40602-0615

Ms. Birdwell,

In response to the referenced complaint against Monroe County Water District, our customer, Jason Ashcraft was contacted by telephone and office clerk left a message concerning the amount of usage being higher than normal in June 2024. Mr. Ashcraft called the office and stated he could not have used that much water so a service order was prepared for distribution staff to go on location to make sure the meter was read correctly. It was a correct reading. Mr. Ashcraft stated the meter must be bad and requested it to be changed out. General Manager approved the customer's request. A service order was prepared to change out Mr. Ashcraft's meter and was completed. The water meter was tested on July 22, 2024 with passing results. Mr. Ashcraft was contacted by email explaining the meter test findings on July 22, 2024. There is no evidence of a faulty or misread meter.

Our utility made a courtesy call to notify of abnormal usage, went to his location and doubled checked reading, customer requested meter being changed out and tested (was not due to be removed and tested). Our staff did all tasks that was needed or requested to make sure our customer was being serviced fairly. If you have questions or need additional information, please contact me at 270-487-8131

Sincerely

Jimmy Simmons  
General Manager

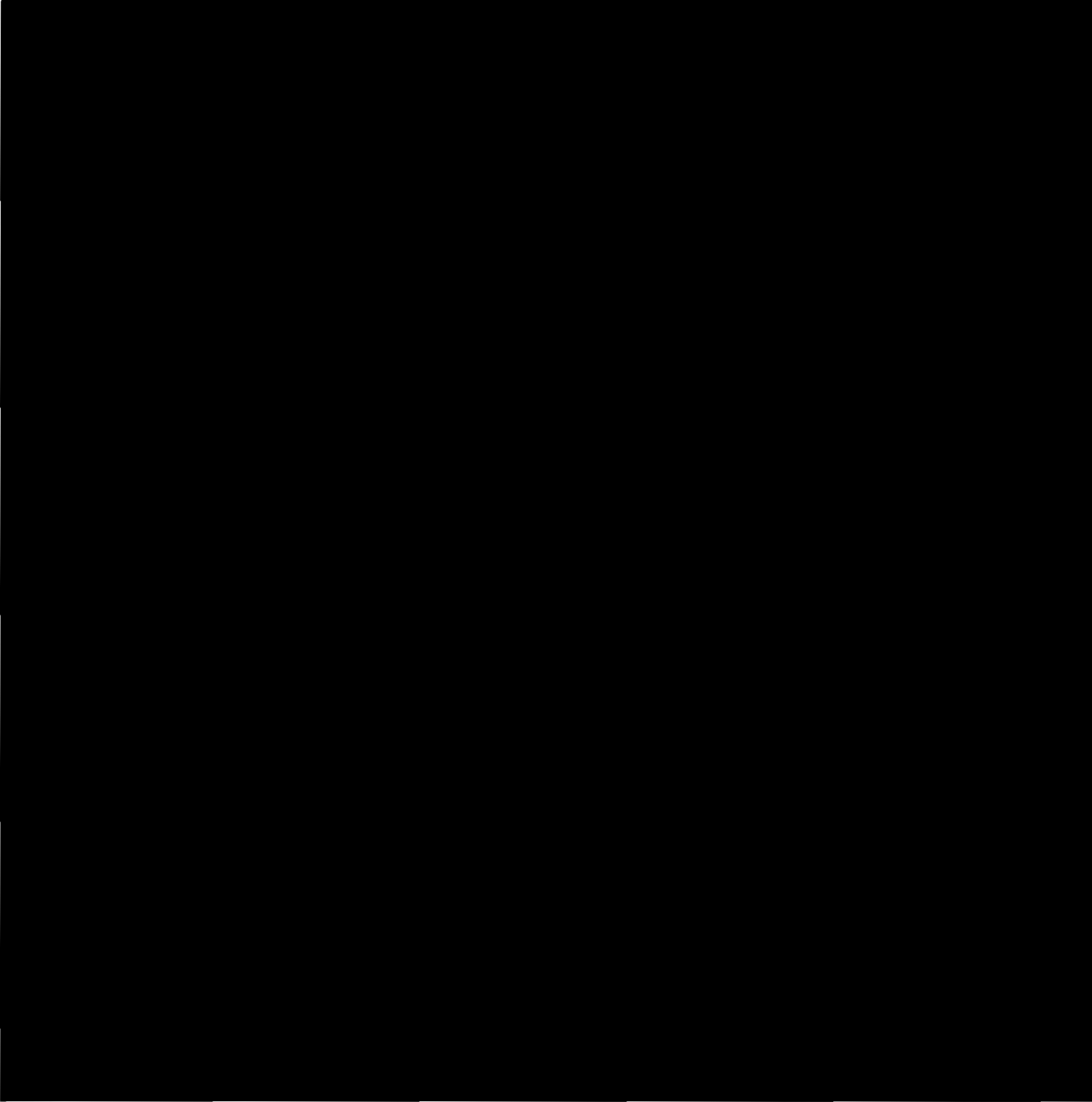


Service	Meter Number	Reading Date	Reading Type	Present Reading	Previous Reading	Current Usage	Average Usage	Usage Message	Usage Overwrite
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Ashcraft, Jason      525 County Farm Rd Tompkinsville, KY 42167-9171

WATER	21003770	06/20/24	Read	65,520	56,200	9,320	2,173	High	Cycle 01 <input type="checkbox"/>
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Ashcraft, Jason  
525 County Farm Rd  
Tompkinsville, KY 42167-9171

Contact Ashley Turner

Description Says theres no way used this much water. Has a gate call him to let you in.

Order Type  
Priority  
Status Order is closed  
Scheduled  
Crew  
Assigned To Joel Dubree  
Entry Date 6/25/2024 8:08:08 AM

Start Date 6/27/24 7:24 AM

Completed Date 6/27/24 7:24 AM

Completed By Shell

Completed Description

Completed Comments the reading is 68250 he says no way he has used that much. when I got reading the meter was not turning he wants to talk to jimmy Simmons. I told Jimmy and he said he would call him he want a print out of his usage so that's all I know

Type Code	Meter #	Endpoint	Reading	Locator Tag	Map #	Reading In / Out
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WA	31290103		65520			
Make		Size/Type		Multiplier		

Notes  
  
  
Comments

Total Costs	
Employee	\$0.00
Equipment	\$0.00
Miscellaneous	\$0.00
<b>Total</b>	<b>\$0.00</b>

Completed By

Customer Signature

Ashcraft, Jason  
525 County Farm Rd  
Tompkinsville, KY 42167-9171

Order Type Change meter out  
Priority  
Status Order is closed  
Scheduled 6/25/24 1:57 PM  
Crew  
Assigned To Joel Dubree  
Entry Date 6/25/2024 1:56:39 PM

Start Date 6/27/24 7:50 AM  
Completed Date 6/27/24 7:50 AM

Contact Miranda Isenberg

Completed By Shell

Description change out-check for leaks-make sure meter isnt turning

Completed Description

Completed Comments changed meter out per jimmy . jimmy talked to customer also. he called me after I changed meter out Jason and was very rude so he called jimmy back and Jimmy told him that mcwd was going to test his meter and get back with him.the old meter number is 21003770 and the reading is 68250 the new meter number is 31290103 and the reading is 60

Type Code	Meter #	Endpoint	Reading	Locator Tag	Map #	Reading In / Out
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WA	12875885		0			
Changeout Date		Changeout Reading		Changeout Usage		
New Install Date		New Install Reading		New Read Method		
New Meter #		New Endpoint		New Locator Tag		
Make		Size/Type		Multiplier		

Notes

Comments test meter after removal

Total Costs	
Employee	\$0.00
Equipment	\$0.00
Miscellaneous	\$0.00
<b>Total</b>	<b>\$0.00</b>

Completed By

Customer Signature

**From:** Jason W. Ashcraft [REDACTED]  
**Sent:** Tuesday, June 25, 2024 3:19 PM  
**To:** mcwd@scrtc.com  
**Cc:** Jason West Ashcraft  
**Subject:** 525 County Farm Rd. / Billing Issue

Hello,

I am trying to determine why your customer service rep has called me up and said I was on a high usage report. I have no leaks or major plumbing issues that I am aware of or can find to warrant the all of the sudden spike in my water bill. Your technician has visited my location twice today, the first time to check the functionality of the meter, which he did and said the meter was not running, thus indicating that I do not have anything wrong or any type of major leak going on. He said my consumption was over 3K gallons in the last few days, but there is no evidence of a leak anywhere. I suggested that he install a new meter. Which he came back and did later this afternoon.

Afterwards, I spoke to him by phone and he indicated that when the new meter was installed, it did not keep showing that any water was being pulled. He said he was going to indicate that on his report.

The question remains....why are you billing me for over 8K used for the month, when the meter is not showing anything being pulled? How did this happen? Will my bill be adjusted back to what I normally consume?

**Jason W. Ashcraft**

Jason Ashcraft

7-22-24

Manufacturer - <i>Zenner</i>				Meter # <i>21003770</i>			
¼ GPM		2 GPM		15 GPM			
E	<i>68280.7</i>	E	<i>68290.7</i>	E	<i>68389.7</i>		
S	<i>68270.8</i>	S	<i>68280.7</i>	S	<i>68290.7</i>		
<i>99%</i>		<i>100%</i>		<i>99%</i>			

Manufacturer -				Meter #			
¼ GPM		2 GPM		15 GPM			
E		E		E			
S		S		S			

Manufacturer -				Meter #			
¼ GPM		2 GPM		15 GPM			
E		E		E			
S		S		S			

Manufacturer -				Meter #			
¼ GPM		2 GPM		15 GPM			
E		E		E			
S		S		S			

## **Jana Dubree**

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**From:** Jimmy Simmons  
**Sent:** Monday, July 22, 2024 2:44 PM  
**To:** Jana Dubree  
**Subject:** FW: 2024-0023 Rate Complaint

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**From:** Jimmy Simmons  
**Sent:** Monday, July 22, 2024 2:43 PM  
**To:** [REDACTED]  
**Subject:** 2024-0023 Rate Complaint

Mr. Ashcraft

Upon your request, your water meter was changed out on June 25, 2024 and tested on July 22, 2024 with passing results.

At this time there is no evidence of a faulty meter. The best of my opinion the water went through the meter. Where did it go? I can't say, the readings were correct and the water meter tested accurately. I do apologize for it taking so long, we have limited staff and lots of requirements going on. If you have questions or if we can be of any service to you, please contact me at 270-487-8131.

Sincerely,  
Jimmy Simmons  
General Manager



## Monroe County Water District Reading History Report

Cycle(s) All  
 Service Type(s) WATER  
 Date Selection For Report Reading  
 Beginning Date All Dates  
 Ending Date All Dates  
 Show Totals Only

Reading Factor

Reading Date	Trans. Date	Service	Rate	Meter Number	Previous Reading	Present Reading	Reading Usage Type	Deduct Usage	Demand Usage	Change Out
01 Ashcraft, Jason					525 County Farm Rd Tompkinsville, KY 42167-9171					
12/21/20 10:38 AM	12/21/20 10:38 AM	<u>WATER</u>	01		0	833630	0 No Reading	0	0	<input type="checkbox"/>
01/13/21 10:57 AM	02/05/21 02:03 PM	<u>WATER</u>	01	12875885	833630	835160	1,530 Read	0	0	<input type="checkbox"/>
02/14/21 10:19 AM	03/08/21 07:59 AM	<u>WATER</u>	01	12875885	835160	836640	1,480 Read	0	0	<input type="checkbox"/>
03/15/21 10:43 AM	04/08/21 07:46 AM	<u>WATER</u>	01	12875885	836640	838060	1,420 Read	0	0	<input type="checkbox"/>
04/15/21 08:48 AM	05/06/21 03:39 PM	<u>WATER</u>	01	12875885	838060	839670	1,610 Read	0	0	<input type="checkbox"/>
05/16/21 08:18 AM	06/07/21 03:06 PM	<u>WATER</u>	01	12875885	839670	841460	1,790 Read	0	0	<input type="checkbox"/>
06/16/21 08:03 AM	07/08/21 01:22 PM	<u>WATER</u>	01	12875885	841460	844020	2,560 Read	0	0	<input type="checkbox"/>
07/16/21 07:37 AM	08/06/21 12:13 PM	<u>WATER</u>	01	12875885	844020	849070	5,050 Read	0	0	<input type="checkbox"/>
08/16/21 09:29 AM	09/08/21 10:04 AM	<u>WATER</u>	01	12875885	849070	851700	2,630 Read	0	0	<input type="checkbox"/>
09/15/21 08:31 AM	10/07/21 01:48 PM	<u>WATER</u>	01	12875885	851700	853420	1,720 Read	0	0	<input type="checkbox"/>
10/15/21 09:16 AM	11/05/21 11:18 AM	<u>WATER</u>	01	12875885	853420	855350	1,930 Read	0	0	<input type="checkbox"/>
11/16/21 08:21 AM	12/08/21 12:14 PM	<u>WATER</u>	01	12875885	855350	856890	1,540 Read	0	0	<input type="checkbox"/>
12/15/21 07:49 AM	01/06/22 12:58 PM	<u>WATER</u>	01	12875885	856890	857200	310 Read	0	0	<input type="checkbox"/>
01/15/22 07:52 AM	02/08/22 12:52 PM	<u>WATER</u>	01	12875885	857200	858960	1,760 Read	0	0	<input type="checkbox"/>
02/15/22 07:08 AM	03/07/22 03:03 PM	<u>WATER</u>	01	12875885	858960	860330	1,370 Read	0	0	<input type="checkbox"/>
03/02/22 09:11 AM		<u>WATER</u>	01	12875885	860330	861200	870 Read	0	0	<input checked="" type="checkbox"/>
03/17/22 07:17 AM	04/08/22 11:42 AM	<u>WATER</u>	01	12875885	50	1080	1,030 Read	0	0	<input type="checkbox"/>
04/14/22 02:03 PM	05/04/22 05:16 PM	<u>WATER</u>	01	21003770	1080	3740	2,660 Read	0	0	<input type="checkbox"/>
05/15/22 06:26 AM	06/07/22 11:58 AM	<u>WATER</u>	01	21003770	3740	6710	2,970 Read	0	0	<input type="checkbox"/>
06/15/22 05:24 AM	07/07/22 02:58 PM	<u>WATER</u>	01	21003770	6710	9520	2,810 Read	0	0	<input type="checkbox"/>
07/16/22 06:23 AM	08/08/22 09:46 AM	<u>WATER</u>	01	21003770	9520	11850	2,330 Read	0	0	<input type="checkbox"/>
08/14/22 06:41 AM	09/08/22 11:33 AM	<u>WATER</u>	01	21003770	11850	17960	6,110 Read	0	0	<input type="checkbox"/>
09/15/22 08:14 AM	10/07/22 02:06 PM	<u>WATER</u>	01	21003770	17960	19240	1,280 Read	0	0	<input type="checkbox"/>
10/16/22 08:24 AM	11/08/22 10:50 AM	<u>WATER</u>	01	21003770	19240	20720	1,480 Read	0	0	<input type="checkbox"/>
11/16/22 07:12 AM	12/08/22 08:54 AM	<u>WATER</u>	01	21003770	20720	21750	1,030 Read	0	0	<input type="checkbox"/>
12/16/22 08:30 AM	01/06/23 08:10 AM	<u>WATER</u>	01	21003770	21750	22410	660 Read	0	0	<input type="checkbox"/>
01/15/23 07:54 AM	02/08/23 08:45 AM	<u>WATER</u>	01	21003770	22410	23660	1,250 Read	0	0	<input type="checkbox"/>
02/14/23 09:54 AM	03/08/23 09:35 AM	<u>WATER</u>	01	21003770	23660	24980	1,320 Read	0	0	<input type="checkbox"/>
03/16/23 07:40 AM	04/05/23 10:46 AM	<u>WATER</u>	01	21003770	24980	26600	1,620 Read	0	0	<input type="checkbox"/>
04/16/23 08:20 AM	05/04/23 03:25 PM	<u>WATER</u>	01	21003770	26600	28730	2,130 Read	0	0	<input type="checkbox"/>
05/14/23 01:59 PM	06/08/23 08:44 AM	<u>WATER</u>	01	21003770	28730	30600	1,870 Read	0	0	<input type="checkbox"/>
06/15/23 11:59 PM	07/06/23 02:34 PM	<u>WATER</u>	01	21003770	30600	32312	1,712 Estimated	0	0	<input type="checkbox"/>
07/16/23 05:55 AM	08/07/23 02:41 PM	<u>WATER</u>	01	21003770	32312	34630	2,318 Read	0	0	<input type="checkbox"/>
08/17/23 06:18 AM	09/07/23 01:41 PM	<u>WATER</u>	01	21003770	34630	37150	2,520 Read	0	0	<input type="checkbox"/>
09/16/23 07:52 AM	10/05/23 02:27 PM	<u>WATER</u>	01	21003770	37150	39720	2,570 Read	0	0	<input type="checkbox"/>
10/16/23 07:11 AM	11/06/23 12:35 PM	<u>WATER</u>	01	21003770	39720	41970	2,250 Read	0	0	<input type="checkbox"/>
11/16/23 07:03 AM	12/06/23 01:29 PM	<u>WATER</u>	01	21003770	41970	43690	1,720 Read	0	0	<input type="checkbox"/>
12/16/23 07:12 AM	01/05/24 01:44 PM	<u>WATER</u>	01	21003770	43690	46130	2,440 Read	0	0	<input type="checkbox"/>
01/14/24 10:56 AM	02/07/24 12:19 PM	<u>WATER</u>	01	21003770	46130	47940	1,810 Read	0	0	<input type="checkbox"/>
02/15/24 11:11 AM	03/06/24 11:18 AM	<u>WATER</u>	01	21003770	47940	49740	1,800 Read	0	0	<input type="checkbox"/>
03/14/24 10:00 AM	04/05/24 02:37 PM	<u>WATER</u>	01	21003770	49740	52440	2,700 Read	0	0	<input type="checkbox"/>
04/16/24 06:42 AM	04/25/24 04:28 PM	<u>WATER</u>	01	21003770	52440	55030	2,590 Read	0	0	<input type="checkbox"/>
05/11/24 07:14 AM	05/24/24 08:39 AM	<u>WATER</u>	01	21003770	55030	56200	1,170 Read	0	0	<input type="checkbox"/>
06/20/24 07:27 AM	06/25/24 09:59 AM	<u>WATER</u>	01	21003770	56200	65520	9,320 Read	0	0	<input type="checkbox"/>
06/25/24 07:51 AM		<u>WATER</u>	01	31290103	65520	68250	2,730 Read	0	0	<input checked="" type="checkbox"/>
07/13/24 06:07 AM		<u>WATER</u>	01	31290103	60	660	600 Read	0	0	<input type="checkbox"/>

\$ 113.98



**Jana Dubree**

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**From:** Jimmy Simmons  
**Sent:** Tuesday, July 23, 2024 3:07 PM  
**To:** Jana Dubree  
**Subject:** FW: 2024-0023 Rate Complaint

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**From:** Jason W. Ashcraft [REDACTED]  
**Sent:** Tuesday, July 23, 2024 9:11 AM  
**To:** Jimmy Simmons <jimmys@mcwdky.com>  
**Subject:** Re: 2024-0023 Rate Complaint

This has taken a very long time for you to come to a determination of. I am sorry, but I disagree with your assessment that the water went through the meter. I DID NOT consume over 8,000 gallons of water in one month. I am asking you to make the correction to my billing to reflect what my normal usage is. Just look at my established usage history and do the right thing!

On Mon, Jul 22, 2024 at 2:43 PM Jimmy Simmons <jimmys@mcwdky.com> wrote:

Mr. Ashcraft

Upon your request, your water meter was changed out on June 25, 2024 and tested on July 22, 2024 with passing results.

At this time there is no evidence of a faulty meter. The best of my opinion the water went through the meter. Where did it go? I can't say, the readings were correct and the water meter tested accurately. I do apologize for it taking so long, we have limited staff and lots of requirements going on. If you have questions or if we can be of any service to you, please contact me at 270-487-8131.

Sincerely,

Jimmy Simmons

General Manager