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RECEIVED

November 15, 2024

NOV 15 2024

Linda C. Bridwell, Executive Director
Kentucky Public Service Commission
211 Sower Blvd., PO Box 615
Frankfort, KY 40602-0615

PUBLIC SERVICE
COMMISSION

Via Email: PSCED@ky.gov

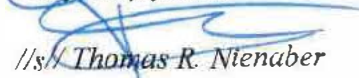
In re: PSC Complaint
Case No. 2024-00262
Belden Gaines v. Bullock Pen Water District

Dear Ms. Bridwell:

Attached, please find the Answer of Bullock Pen Water District with regard to Case No. 2024-00262. I am also submitting a separate Notice of Mailing for filing in this case.

Should you have any questions regarding these filings, please feel free to call.

Very truly yours,


//s/ Thomas R. Nienaber
THOMAS R. NIENABER

TRN/krp

cc: Bullock Pen Water District
Attention: Chairman Charles Givin

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BELDEN CRAIG GAINES)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2024-00262
)	
BULLOCK PEN WATER DISTRICT)	
)	
DEFENDANT)	

NOTICE OF MAILING

The undersigned counsel hereby certifies that a copy of Bullock Pen District's Answer filed in this proceeding was served on the Complainant, Belden Craig Gaines, at 5005 Warsaw Road, Dry Ridge, Kentucky, 41035, by depositing a copy thereof in the United States Mail, postage prepaid, this 15th day of November, 2024.

Respectfully submitted,


//s/ Thomas R. Nienaber

THOMAS R. NIENABER, KBA #51820
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Email: tnienaber@fuse.net

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BELDEN CRAIG GAINES)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2024-00262
)	
BULLOCK PEN WATER DISTRICT)	
)	
DEFENDANT)	

ANSWER OF BULLOCK PEN WATER DISTRICT

Comes now the Bullock Pen Water District (“Bullock Pen District”) and pursuant to 807 KAR 5:001, Section 20, submits its Answer to the Complaint of Belden Craig Gaines.

1. Bullock Pen District denies the allegations of Belden Craig Gaines Complaint (“Complaint”) which claims that Bullock Pen District failed to address Complainant’s concerns regarding low pressure.
2. Bullock Pen District denies those allegations of Complainant alleging that Bullock Pen District failed to check Complainant’s meter as requested.
3. Bullock Pen District denies that it violated Complainant’s Customer Rights.
4. Superintendent Harp never told Complainant that Bullock Pen District should have “done more.” Superintendent Harp did not tell Complainant that the verified water pressure (50 psi) was not “normal.” Complainant contacted Bullock Pen District on May 24, 2024, for the purpose of checking water pressure in his home. Complainant never mentioned a possible leak. Representatives of Bullock Pen District immediately went to Complainant’s home on May 24, 2024, and conducted a pressure test. The water pressure tested at 50 psi. Normal psi within the Bullock

Pen Water District is 45 to 75 *psi*. Superintendent Harp was not concerned about water leaks with a reading of 50 *psi*. Complainant never mentioned possible water leaks at that time.

5. Complainant was never told that the bill would be \$3,000.00. When District representatives spoke with Complainant, he inquired as to what the bill might be. As Bullock Pen District personnel did not have all the exact numbers at that time, they estimated that the bill could be around \$3,000.00 or so. No exact amount was quoted until July 3, 2024.

6. Bullock Pen District denies “inconsistencies” on the part of Bullock Pen District personnel as alleged in the Complaint.

7. During May, 2024, Bullock Pen District installed a new Neptune meter reading system. When this new system was installed, there were a few “bugs” in the system that prevented Bullock Pen District from retrieving water usage data and the like. Bullock Pen District worked diligently with Neptune and Software Solutions (Bullock Pen’s IT provider) over several days to work out the “bugs” in the system. All systems were fully operational on June 26, 2024.

The billing cycle for Complainant was May 14th through June 17th. Complainant’s water meter was read electronically through the new Neptune meter reading system on June 17, 2024. During the period of May 14th to June 17th, Complainant’s water meter reading was 369,000 gallons. Due to the “bugs” in the new Neptune meter reading system, Bullock Pen District could not retrieve that data until June 26, 2024. On that date, Bullock Pen District representatives accessed the Neptune meter reading system and discovered that Complainant had used 369,000 gallons of water for the period from May 14, 2024 to June 17, 2024. It was also learned on June 26, 2024, that for the period from June 17th to June 26th, Complainant’s meter read a water usage of 109,000 gallons.

Bullock Pen District representatives immediately went to Complainant's residence and shut off the meter.

8. To summarize, Bullock Pen District representatives learned of the Complainant's water usage as follows:

- (a) For the period from May 14th to June 17th, the Complainant registered 369,000 gallons; and
- (b) For the period from June 17th to June 26th, the Complainant registered 109,000 gallons for a total of 478,000 gallons.

Given the circumstances with the Neptune meter reading system, Bullock Pen District's handling of this situation was within reason.

9. Bullock Pen District representatives met with Complainant on July 3, 2024. At that time, Bullock Pen District informed Complainant that the total bill was \$3,736.02. The Complainant was offered the District's standard policy of a "bulk water rate adjustment" which would have lowered his bill to \$1,756.40. That offer still stands for Bullock Pen District.

10. On July 3, 2024, the Complainant was notified that he could attend the regular July 18, 2024 monthly meeting of the Bullock Pen District Commissioners to address his issue and make his presentation for a greater water bill adjustment. Complainant did not attend the July 18, 2024 meeting. At the July 3rd meeting, Complainant was given all Public Service Commission contact information.

11. Bullock Pen District's records when dealing with Complainant are attached as Exhibit "1."

12. Bullock Pen District incorporates the statement of Amy Ruark, Bullock Pen District Office Manager, attached as Exhibit "2."

Respectfully submitted,

Thomas R. Nienaber

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VERIFICATION

Comes now Paul Harp, Bullock Pen District's Superintendent, and states that he has read the foregoing Answer and that the statements contained therein are true and correct to the best of his knowledge and belief.

BULLOCK PEN WATER DISTRICT:

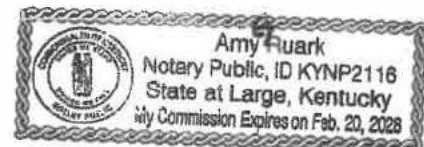
BY: *Paul Harp*
PAUL HARP, SUPERINTENDENT

COMMONWEALTH OF KENTUCKY

COUNTY OF BOONE

Subscribed, sworn to, and acknowledged before me by Mr. Paul Harp, Superintendent, for and on behalf of Bullock Pen Water District on this the 15th day of November, 2024.

Amy Quark
NOTARY PUBLIC, State at Large
My Commission Expires: 2-20-28
Notary ID#: KYNP2116



CERTIFICATE

The undersigned, counsel for the Bullock Pen Water District, states that a copy of the foregoing Answer was mailed to Belden Craig Gaines by United States Mail at 5005 Warsaw Road, Dry Ridge, KY, 41035, postage pre-paid, on this the 15th day of November, 2024

/s/ Thomas R. Nienaber

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CHECKLIST/TYPE: CHECK WORK ORDER NO : 51595
 SCHEDULED DATE: 05/20/24 SCHEDULED TIME: PM:
 INSTRUCTIONS: PRESSURE TEST REQUEST
 CUSTOMER HAS LOW PRESSURE THROUGHOUT THE
 WHOLE HOUSE. PLEASE CALL HIM AT
 AND LET HIM KNOW THE OUTCOME.
 METER LOCATION: 1545966050

IN:

ACCOUNT: CITY: DRY RIDGE, KY 41035
 NAME :GAINES, BELDEN CRAIG OWNER : OWNER
 S/ADDR :5005 WARSAW RD O/ADDR :
 PHONE
 OWNER PHONE: -

ISSUED: 05/20/24 BY: ANGELA COMPLETED:

*****OLD METER INFORMATION***** NEW METER INFORMATION*****

SIZE:	5/8 in.	TY:	G	USE:	30	05/14	*	MAKE	SERIAL	REMOTE	MXUID	CURRENT	*	MAKE	SERIAL	REMOTE	MXUID
1:	10459600	79		1545966050	2510	A	*						*				
2:							*						*				
3:							*						*				
4:							*						*				

HISTORY:	DATE	CURRENT	PREVIOUS	USAGE	PRIOR W/O	DATE	TYPE
	04/08/24	2480	2450	30			A
	03/13/24	2450	2420	30	5543	04/18/12	CHECK
	02/13/24	2420	2390	30			A
	01/09/24	2390	2350	40			A

*****30

- ___ TOOK READING
- ___ TURNED ON
- ___ TURNED OFF
- ___ LOCKED
- ___ UNLOCKED
- ___ LEFT OFF
- ___ LEFT ON
- ___ PULLED METER
- ___
- ___

COPY

SULLOCK PEN WATER DISTRICT

*5050 at
 spicket on
 House*

*meter is too deep
 to check*

*Board Meeting crack + 2-6" Risers
 5-20-24*



PSC Consumer Inquiry System

7/11/2024

Complaint: 2024-00560 **Entry Date:** 7/3/2024 **Closed Date:** 7/11/2024 **Contact Type:** Hotline

Name: Gaines, Belden Craig **Utility:** Bullock Pen Water District

Address: 5005 Warsaw
Dry Ridge, KY 41035 **Utility Nbr:** 19200 **Location:** Residence

County: Grant **Utility Type:** Water Districts

Home: **Work:** **Reason:** Rates/Policies (Objects to utility policy/practices)
(none) (none)

Fax: **CBR Nbr:** **Complaint referred by:**

Cell: [REDACTED] **Email:**

Contacted Utility? **Spoke with:** Paul and Amy

Cust Relations: Failed To Correct Problem

Utility Contact: Amy Ruark **Contact's** (859) 428-5340

Preliminary Description: **Other Contacts:**
policy about leak adjustment

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: 7/3/2024 3:51:56 PM

Customer states that on May 20 customer notice water pressure was down, ask utility to check the leaks. Utility told customer someone had been out on May 20th when he had call, that someone had been out to check. Customer states that is not true he was home all day and no one had shown up. Customer was also told that the utility had tried to call him and the note on the account was that no one answer the phone and listed it as not good number, customer states he has had that phone number for twenty years. June 19 called the office for a recheck of the meter. tech told the customer the meter was running fast and was turned off. Customer is saying if what he had asks for in May had been done he would not have had such a water bill, he feels that the ater company should be held responsible for some of this water bill Please give background on this issue.

Date: 7/10/2024 10:47:13 AM

Date: 7/11/2024 10:17:45 AM

Customer has called today to disput the bill amount \$3,736.02. He states that he does not agree with all of the information contained in the response from the utility. He feels he is being mistreated and is going to file a formal complaint, the \$3,736.02 will be placed in dispute and he has the understanding he must still what would be a normal monthly bill.

Utility Response:

Date: 7/10/2024 10:47:13 AM

Belden Craig Gaines
5005 Warsaw Rd
Dry Ridge, KY 41035
[REDACTED]



2024-00560 (Continued)

Customer called on 5/20 and stated that he has low pressure and asked us to take a pressure test. As stated on the service order attached, we went out to check the pressure. The crock was too deep to check the pressure at the crock, so the pressure was checked at the spigot at customer's house. It was determined that there was 50 pounds of pressure at customer's residence, which is normal. We tried to call the customer back and the lady at our office that tried to call him stated that it was a non-working # and documented the service order in our computer system. We spoke with our employee after he came in to the office to complain about the leak and our employee did remember the situation. She said that she got a beeping sound like a non-working number. She said that since she did not think that it was a working number and the pressure was in the normal range, she did not try to get in touch with him further. We did not hear anything else from the customer. He did not callback on June 19th and ask us to recheck the meter as he stated to the PSC. We began checking the meters for high usage on June 24th. This took longer than usual (from the date that meter was read) because we have a new Neptune meter reading system and had problems getting the meter readings to transfer from the reading system to our billing software. We worked with Neptune and Software Solutions to take care of the problem.

We printed and checked the readings to notify customers for high usage. We got to his on the June 26th and found that he had a high usage and after verifying the reading, WE notified the customer of that high usage. Expanding on that a little further, prior to calling Mr. Gaines when we saw that it was such a large usage, we sent a service technician out to verify the reading taken and asked him to check the leak indicator. Our employee called the office from the customer's residence and stated that the leak indicator was "flying" and "squealing." He stated that it does not look like anyone was home. Our employee was instructed to turn the meter off and we would contact the customer to let them know. We called the number on file and was able to leave a message at that time. We told Mr. Gaines about the high usage and that we turned off the meter when he called us back.

I spoke with him in the office after we notified him because he was so upset about the high usage. I told him about the bulk rate adjustment and that he could make payments on the remainder. I also offered to stop the late charges during that time. He did not think that was enough. He asked to meet with Paul and I because he felt that we should bear some responsibility. During the meeting Paul, our superintendent, and myself listened to what the customer had to say. We came to the determination that Bullock Pen had held up our end of what we needed to do. Mr. Gaines was not in agreement. He wanted to speak with someone above us. Paul invited him to come to the monthly meeting of the water district or that it was within his rights to contact PSC.

/s/ Amy Ruark, Officer Manager