

FEB 17 2025

PUBLIC SERVICE
COMMISSIONCommonwealth of Kentucky
Before the Public Service Commission

In the Matter of:

Belden Craig Gaines (complainant)

Case No 2024-00262

V

Bullock Pen Water District

Response from Belden Craig Gaines to request dated 1/24/2025.

1- Refer to the Complaint at page 5. *"We immediately located the hidden leak and fixed it the same days (6026) by 6pm."***Provide the exact location of the leak discovered on June 26, 2025.**

The leak was found in the northwest corner of the property (opposite of where our house is) where an outdoor standing hydrant was previously located. The hydrant had been removed and capped below ground because it had been leaking several years ago. This is an area of the property that is located behind an outbuilding along the woods that is not an area that we mow or have reason to ever be in. Therefore it was not somewhere we would have noticed leaking unless looking specifically for it.

Explain what steps were taken to address this leak.

I used a 3/4" Pack Joint (CTS) x MNPT Coupling - T4300NL (No Lead Bronze) to cap the end of the line along with a 3/4" CTS Insert and 3/4" Threaded Cap. Receipt shows purchased at 5:24pm 6/26/24. It was installed as soon as I arrived home having completed the fix by approximately 6pm on 6/26/24.

2- Refer to the Complaint at page 1. Provide the date that the low pressure was first identified.

I noticed the drop in pressure either late Friday, May 17 2024 or Saturday, May 18. Amber Gaines and I both remember that it was when BPWD office would not be open to call to report it and saying we needed to call first thing on Monday. I called the first business day after noticing the drop which was Monday, May 20, 2024.

3- Refer to BPWD's response to Commission Staff's First Request for Information (Staff's First Request), Item 2a. *"...there was no mention of a suspected leak by Belden Craig Gaines, only a pressure test request. If the customer had told BPD of a potential leak within Mr.Gaines system, BPD would have checked the leak indicator for movement while also performing the pressure test..."***Describe whether a suspected leak was mentioned to Bullock Pen District during the conversation about performing a pressure test.**

I had a lengthy conversation with the Customer Service Rep explaining the significant loss of pressure that we were experiencing. It was agreed that a street pressure test would be done to determine what BPWD's water pressure was as part of the troubleshooting process. Had that been done and properly identified, during the communication that should have happened between the tech and myself, the next steps would have been to identify why the pressure to the house to the street would be different and which would have led to the identification of a leak or anything else that I may not be aware of that could cause that situation. If the leak had not already been identified by the tech when removing the water meter

to do the test at the main. I do not recall if a leak was mentioned or not as I was calling the experts to first figure out if I had a problem.

It is not a reasonable release of cause to say that the customer did not say they suspected leak as the customer is not expert in this case. BPWD is the expert and would have been the one to determine if a drop in pressure without a loss of reasonable water supply would indicate a leak not the customer. The fact that the neither original test requested or follow up by the service tech were done led to the leak not being detected.

Realizing that customer service reps are only taking service requests and that the field tech is the one with working knowledge is the main reason that we requested the tech call us on site so we could work with him to determine root cause, as I have done with BPWD and all the other utilities we have worked with in the past.

The tech choose to perform the incorrect test based upon the assumption that the meter was too deep, however the depth of the meter is actually 2' 10" to the top of the meter from the lid of the crock and BPWD has stated that the "meter pit is generally between 3' and 4' deep." See attached photo of meter depth. Their response shows further neglect by the technician to not even look at the meter when he uncovered the crock to determined the meter was too deep for him to test the pressure. According to their response, they only needed to check the leak indicator for movement to detect a leak. That indicator is clearly visible on the top of the meter. According to their response, they only would have needed to look at the indicator.

If BPWD had checked the meter or the street pressure as was agreed, they would have determined and notified us that the issue was on our side of the meter and we would have started looking for reasons for the pressure drop or contacted another expert such as a plumber, if necessary, to help identify where the problem was and as stated above the leak would have been fixed immediately as shown above that the leak was fixed immediately once identified.

4- Refer to BPD's response to Staff's First Request, Item 8. " ...Paul Harp invited him to attend the monthly board meeting and gave him the date, time and location that the next one would take place. Belden Gaines did not attend that meeting."

Confirm that Mr.Gaines did not attend the meeting. If not confirmed, explain.

As previously stated in our complaint on page 2, Mr Harp did inform us of the Board Meeting but also stated that the Board would not be able to offer anything beyond the standard bulk rate adjustment and it would be a waste of our time to attend.

We specifically asked what additional options we had regarding a resolution beyond the standard bulk rate while meeting with Mr. Harp and Ms. Rourke. Mr. Harp was adamant that the board would not be willing or able to offer anything beyond the standard bulk rate adjustment. Ms Rourke was in agreement to that statement. We took him at his word that it would be of no use to go to the meeting and asked what other options we might have.

Mr Harp informed us that the other option would be to contact PSC and file a formal complaint. We proceeded to call PSC to find out what the process was to file a complaint and spoke with Mary who advised us on the process.

We took all possible measures to resolve the issue before contacting PSC including calling BPD to speak with Amy Rourke, writing the requested letter explaining the situation and sitting down to discuss the situation with Mr Harp, the superintendent.

Signature

Becker [Signature]

Date

2/17/2025



32 33 34 35 36 37 38
2'9" 2'10" 2'11" 3'0" 3'1" 3'2"
19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50