

April 28, 2008

Guy Thomas Complaint

Case WC 2008-0248

Public Service Commission:

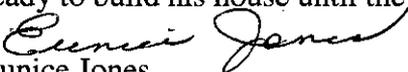
I am requesting that you set aside the order of default.

Mr. Thomas called for a tap on and we purchased the material to complete his tap. Our maintenance person was in the hospital at the time. When we called to tell him we could set the tap he ask us to wait until his loan was approved. He was no where close to even starting his house and did not request the tap again until the following year.

I did not know that there was a pit on the lot that he had purchased from a previous owner. I believe this was put in to vent the lines and backwash the system. My Dad had put several of these in throughout the Subdivision. This is a gravity system and when air gets in the lines we have to vent the line to get the air out. I have not seen the open pipes in his yard and do not know what they are for. To, my knowledge, this lot was never served with water.

According to Mr. Jenkins, Mr Thomas asked him not to take the other pit out because it would mess up his yard. I believe Mr. Jenkins met with Steve from Public Service and was advised that we do need to remove the pit.

The cost for us to install a new customer is \$797.00, we are allowed to charge \$800.00. All customers believe they should qualify for the \$75.00 price. I was told by Public Service not to set the pit until the house has been started, and this man was no where near ready to build his house until the next year.


Eunice Jones