

Subject	Description	Activity Type	Date Created	Attachment
Analyst - Emmy Email - New Case 127924 CRM:0211000000340	Verbally gave appeal rights to customer. Once the Commissions Consumer Affairs Divison has researched your complaint we will issue a determination. If you should disagree with our decision regarding your complaint you have 7 days to appeal it to the Consumer Affairs Division Director. If you'd like additional information regarding the appeals process please visit our website www.in.gov/legislative/iac/title 170.html Emmy emailed complaint to utility on behalf of Trevor.	Case Comment	12/19/2019	
Email - [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Utility response requesting more information.	Case Comment	12/19/2019	#1
Analyst - Trevor Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Called and left voicemail for the customer to determine correct address. Updating the utility on locating the address.	Case Comment	12/30/2019	#2
Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Provided address to the utility.	Case Comment	12/30/2019	#3
Analyst - Trevor Email - [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340	Customer returned call and provided address. Rhonda instructing Susie to respond.	Case Comment	12/30/2019	#4
		Case Comment	1/6/2020	#5

FILED
 May 15, 2020
 INDIANA UTILITY
 REGULATORY COMMISSION

000001

Subject	Description	Activity Type	Date Created	Attachment
Email - [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]	[REDACTED] CRM:0211000000340 Response stating dye place took place in June 2019	Case Comment	1/6/2020	#6
Email - FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]	[REDACTED] CRM:0211000000340 Rhonda reiterating Susie's response.	Case Comment	1/8/2020	#7
Email - [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]	[REDACTED] Response stating dye test was inconclusive, but cites the SSA from 1966 as evidence of connection.	Case Comment	1/13/2020	#8
Email - RE: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]	[REDACTED] CRM:0211000000340 Requesting another test.	Case Comment	1/22/2020	#9
Email - RE: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]	[REDACTED] CRM:0211000000340 Follow up.	Case Comment	1/27/2020	#10

Subject	Description	Activity Type	Date Created	Attachment
Analyst - Trevor	Customer called and asked for an update, also informed our office that she had moved out of the property in June.	Case Comment	1/28/2020	
	Called and spoke with Susie, who mentioned discrepancies on whether or not the utility can conduct this test to determine the status of a past account's connection without a complaint from the current account holder.			
	Also spoke with Rhonda, who informed that the property is connected to a private sewer line, and a dye test would not prove connection to a septic system.			
Analyst - Trevor		Case Comment	1/28/2020	
Email - [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]				
[REDACTED]	CRM:0211000000340 Response stating a camera test would need to be at the customers expense.	Case Comment	1/29/2020	#11
Email - RE: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]				
[REDACTED]	CRM:0211000000340 Requesting date customer moved.	Case Comment	1/31/2020	#12
Email - [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED]				
[REDACTED]	CRM:0211000000340 Account was terminated 6/5/19	Case Comment	2/3/2020	#13

Subject	Description	Activity Type	Date Created	Attachment
Email - [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] [REDACTED] CRM:0211000000340 Duplicate of above email.		Case Comment	2/3/2020	#14
Analyst - Trevor	Called and spoke with Rhonda who stated inconclusive results were due to the private sewer main is too long for a dye test to make it to Citizens lines.	Case Comment	2/6/2020	
Analyst - Trevor	Called and spoke with Rhonda who confirmed a test would not need the request of a current account holder, but a camera test would be at the owner's expense.	Case Comment	2/6/2020	
Email - RE: FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] [REDACTED] CRM:0211000000340 Request for new number for customer.		Case Comment	2/6/2020	#15
Email - RE: FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] [REDACTED] CRM:0211000000340 Number is 317-627-8840		Case Comment	2/6/2020	#16
Analyst - Trevor	Rhonda called and stated customer never attempted to resolve issue with utility before complaint was filed.	Case Comment	2/6/2020	

Subject	Description	Activity Type	Date Created	Attachment
Email - [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] [REDACTED] CRM:0211000000340	Duplicate email. Clarification of date.	Case Comment	2/6/2020	#17
Email - [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] [REDACTED] CRM:0211000000340	Call recording of customer's most recent contact with utility, showing no attempt was made to resolve prior to filing a complaint.	Case Comment	2/6/2020	#18
Email - [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] [REDACTED] CRM:0211000000340	Duplicate email. Clarification of date.	Case Comment	2/6/2020	#19
Analyst - Trevor	Called and spoke with customer. Customer stated they moved in July of 2012, and complained to the utility when they moved in. Customer stated that the septic system had to be drained, which prompted her filing a complaint since this was in use at the time and making her basement stink. Customer has a work order they are sending over regarding the septic repairs.	Case Comment	2/6/2020	
Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] [REDACTED] CRM:0211000000340	Requesting a conference call between Marcus, Rhonda, and employee who reviews dye tests.	Case Comment	2/7/2020	#20
Email - Sewer/Septic Question	Internal email to Curt asking for guidance on best test options.	Case Comment	2/7/2020	#21

Subject	Description	Activity Type	Date Created	Attachment
Email - RE: Sewer/Septic Question	Marcus response stating a dye test should work	Case Comment	2/7/2020	#22
	Rhonda called and stated the health department has records of a pool being installed on the property, which would not be allowed if a septic system was present. Additional information from the assessors office states the property is connected to the sewer system. Asked Rhonda to send this documentation and the SSA.	Case Comment	2/7/2020	
Analyst - Trevor				
Email - [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924				
CRM:0211000000340	Utility response providing the property card.	Case Comment	2/7/2020	#23
Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924				
CRM:0211000000340	Request for sewer service agreement and engineer contact info	Case Comment	2/10/2020	#24
Email - Fw: sewer cleaning bill	Customer response with septic tank cleaning receipt (proof the tank exists)	Case Comment	2/11/2020	#25
Analyst - Trevor	Called and left voicemail for the customer asking to discuss the case.	Case Comment	2/11/2020	
Email - RE: Fw: sewer cleaning bill	Follow up to customer asking for call back regarding a pool on the property.			
CRM:0210000000370		Case Comment	2/11/2020	#26
Email - Re: sewer cleaning bill				
CRM:0210000000370	Response from customer stating they have a pool.	Case Comment	2/11/2020	#27
Analyst - Trevor	Called health department of marion county at 317.221.2266. Left voicemail asking for return call to discuss verification process for determining the existence of a septic system prior to the installation of a pool.	Case Comment	2/11/2020	

Subject	Description	Activity Type	Date Created	Attachment
Analyst - Trevor	Customer called and stated the pool came with the property, and she is looking for the contract that authorized its construction around 2008 or 2009.			
Analyst - Trevor	Customer stated the septic was drained/repared because it was full from use.	Case Comment	2/11/2020	
Analyst - Trevor	Called and spoke with health department at 317-221-2277. Health department confirmed that other properties in the neighborhood are connected to a septic tank, but instead of connecting to a soil absorption field, they are connected to the sewer. Health dept. cannot confirm this, but in order to do so would require an excavation of the tank and to send a camera through the exit line. Unfortunately this would likely damage the line which the customer would need to repair.	Case Comment	2/11/2020	
Email - 4523 Earlham Dr	Recap of phone conversation with health dept. Includes fact sheet.	Case Comment	2/11/2020	#28
Analyst - Trevor	Called and left voicemail for Jason with health dept. Followed up with additional call and spoke with Jason, who confirmed that fixing this issue would require the private line to be updated to citizens standards at the expense of all homeowners benefiting from the service. It would need to be updated as there are concerns as to whether or not the private line can handle the solid waste that will no longer be contained in the tanks. This is why they avoided removing all the tanks initially when connecting to the private sewer lines. This was also the easier option, which could have been a motivating factor. Jason also stated 4 years ago citizens offered a buyout if lines were improved.	Case Comment	2/13/2020	
Analyst - Trevor	Called and spoke with Jason, who confirmed the property is not on a STEP system.	Case Comment	2/18/2020	
Email - RE: 4523 Earlham Dr	Fact sheet sent to Marcus	Case Comment	2/18/2020	#29
Email - RE: 4523 Earlham Dr CRM:0210000000387	Follow up with health department regarding ownership of private lines.	Case Comment	2/18/2020	#30
Email - RE: 4523 Earlham Dr CRM:0210000000387	Health department response stating they do not have records.	Case Comment	2/18/2020	#31

Subject	Description	Activity Type	Date Created	Attachment
Analyst - Trevor	Called Rhonda asking for information regarding the individual who conducts tests on the property. John Trypus with engineering 317-965-2223.	Case Comment	2/19/2020	
Analyst - Trevor	2/20/2020 Called and left voicemail for John asking for contact information and callback.	Case Comment	2/21/2020	
Analyst - Trevor	Called and left voicemail for John.	Case Comment	2/21/2020	
Analyst - Trevor	Conference call. Discussed case with Marcus, Susie, John and several technicians. John stated that an access point may be our best option in order to run a camera to prove connection. Marcus also stated that a smoke test may be a good option as well. The issue at hand may be the HOA responsibility, but the access point could provide an option to flush out the system. Moving forward, the existence of an HOA will need to be determined and the access point will need to be found.	Case Comment	2/26/2020	
Analyst - Trevor	Called and left voicemail for customer asking for callback to discuss details of property. Customer returned call and stated that the current resident is the owner. Customer stated there is no HOA. Customer also stated that the manhole for the septic requires digging, but there is a 3 inch PVC that goes into the tank.	Case Comment	2/26/2020	
Analyst - Trevor	Called and left voicemail for Jason asking for callback to discuss the case. Jason returned call. Asked if records exist of line ownership, to which he had no answer. Jason stated they would consider a community outreach effort to notify the customers of the situation at hand.	Case Comment	3/4/2020	
Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Follow up with Rhonda	Case Comment	3/13/2020	#32

Subject	Description	Activity Type	Date Created	Attachment
Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Follow up with Rhonda.	Case Comment	3/17/2020	#33
Analyst - Trevor	Called and left voicemail for Rhonda asking for a follow up	Case Comment	3/25/2020	
Analyst - Trevor	Called and spoke with Rhonda regarding the case. Asked for list of similar neighborhoods, number of customers on this system, and the rate at which they were being billed. Rhonda stated they were being billed at the non-industrial rate.	Case Comment	3/25/2020	
Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Follow up.	Case Comment	3/30/2020	#34
Email - [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Response stating they do not have records.	Case Comment	4/2/2020	#35
Email - RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340	Email asking for Rhonda to call back.	Case Comment	4/7/2020	#36
Analyst - Trevor	Called and spoke with Rhonda. Informed Rhonda that this case is being referred to the full commission and the requested info is still needed. Rhonda stated she doesn't believe the records exist and will double check. Informed Rhonda that I will staff with Kenya and Health Dept.	Case Comment	4/7/2020	
Analyst - Trevor	Called and left voicemail for Jason with health department.	Case Comment	4/15/2020	
Email - RE: 4523 Earlham Dr CRM:0210000000387	Request for details on health department records of absorption fields.	Case Comment	4/16/2020	#37

Subject	Description	Activity Type	Date Created	Attachment
Email - RE: [EXTERNAL] RE: 4523 Earlham Dr CRM:0210000000387	Response from health department stating records do not exist of absorption fields.	Case Comment	4/16/2020	#38
Analyst - Trevor	Resolution to customer: Called and left voicemail for customer informing them that due to the complexity of the complaint, this case has been referred to the full commission.	Case Comment	5/1/2020	
Analyst - Trevor	Called and spoke with Rhonda. Informed Rhonda that this case is being referred to the full commission.	Case Comment	5/1/2020	
Email - Case 127924 has been closed CRM:0210000000493	Closure.	Case Comment	5/1/2020	#39

Attachment #1

Email

New Case 127924 CRM:02...


Created On
12/19/2019 2:42 PM


Date Received
12/19/2019 2:44 PM

Date Sent
12/19/2019 2:44 PM

Status Reason
Sent

Email

From  Trevor Blok

To  Citizens energy

Cc

Bcc

Subject New Case 127924 CRM:0211000000340

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

This correspondence is regarding a complaint the Consumer Affairs Division (CAD) of the Indiana Utility Regulatory Commission received involving CWA Authority, Inc.. Please review the information provided and respond directly to this email. For tracking purposes, please keep all subsequent correspondence in the same email thread.

**Once I have researched the complaint, I will issue a determination. If you disagree with my decision regarding the complaint, you will have 7 days to appeal it to the CAD Director. If you would like additional information regarding the appeals process, please see Article 16 at the following link:
www.in.gov/legislative/iac/title170.html.**

Case: 127924
Created On: 12/19/2019 2:41 PM
Assigned Date: 12/19/2019 2:42 PM
Case Type: Complaint
Industry: Sewer
Hot Case Type:
Case Category: Service
Case Detail 1: Billing Error
Case Detail 2: High Bill
Contact Method: Telephone
Assigned Analyst: Trevor Blok

000012

Customer Type: Residential
Customer: Gretchen Ridener
Business Phone:
Home Phone:
Contact Phone: 765-795-2667
Service Address: 11385 Oak Grove Church Rd
City, State, ZIP: Poland , IN , 47868
Email:

Case Description: Customer has been being charged for sewer but was on a septic system. They do not understand why they were being charged sewer fees based on water consumption when the wastewater went into the septic system. Customer wants all sewer charges refunded.

Sincerely,

Trevor Blok
Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 E
Indianapolis, IN 46204

TrBlok@urc.IN.gov

Regarding  127924

Duration


Attachment #2


Email

[i-Sight] (2019-12-000867)...

Created On	Date Received	Date Sent	Status Reason
12/23/2019 2:07 PM	12/23/2019 2:06 PM		Received

Email

From  Rhonda Harper (i-Sight)

To  Trevor Blok

Cc

Bcc

Subject [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Hi Trevor, I do not have this customer or address in our system. This shows in Poland Indiana.. I do not think we service her home. Can you contact her for be sure of the address.

New Case 127924 CRM:0211000000340

This correspondence is regarding a complaint the Consumer Affairs Division (CAD) of the Indiana Utility Regulatory Commission received involving CWA Authority, Inc.. Please review the information provided and respond directly to this email. For tracking purposes, please keep all subsequent correspondence in the same email thread. Once I have researched the complaint, I will issue a determination. If you disagree with my decision regarding the complaint, you will have 7 days to appeal it to the CAD Director. If you would like additional information regarding the appeals process, please see Article 16 at the following link: www.in.gov/legislative/iac/title170.html.

----- Case: 127924 Created On: 12/19/2019 2:41 PM Assigned Date: 12/19/2019 2:42 PM Case Type: Complaint Industry: Sewer Hot Case Type: Case Category: Service Case Detail 1: Billing Error Case Detail 2: High Bill Contact Method: Telephone Assigned Analyst: Trevor Blok -----

----- Customer Type: Residential Customer: Gretchen Ridener Business Phone: Home Phone: Contact Phone: 765-795-2667 Service Address: 11385 Oak Grove Church Rd City, State, ZIP: Poland , IN , 47868 Email: -----

----- Case Description: Customer has been being charged for sewer but was on a septic system. They do not understand why they were being charged sewer fees based on water consumption when the wastewater went into the septic system. Customer wants all sewer charges refunded. Sincerely, Trevor Blok Consumer Affairs Division Indiana Utility Regulatory Commission 101 West Washington Street, Suite 1500 E Indianapolis, IN 46204 TrBlok@urc.IN.gov

Regarding  127924

Duration

000015

Attachment #3

Email

RE: [i-Sight] (2019-12-000...

Created On
12/30/2019 11:43 AM


Date Received
12/30/2019 11:44 AM

Date Sent
12/30/2019 11:45 AM


Status Reason
Sent

Email

From

 Trevor Blok

To

 Rhonda Harper (i-Sight)

Cc

Bcc

Subject

RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

Rhonda,

I reached out to the customer and will report back when I receive an answer!

Thanks,
Trevor

File Name

There are no Attachments to show
or more

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Rhonda Harper (i-Sight);**Received:** Mon Dec 23 2019 14:06:33 GMT-0500 (Eastern Standard Time)**To:** Trevor Blok;**Subject:** [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT
open attachments or click links from unknown senders or
unexpected email. ****

Write ABOVE THIS LINE to post a reply

Hi Trevor, I do not have this customer or address in our system. This shows in Poland
Indiana.. I do not think we service her home. Can you contact her for be sure of the address.

New Case 127924 CRM:0211000000340

This correspondence is regarding a complaint the Consumer Affairs Division (CAD) of the
Indiana Utility Regulatory Commission received involving CWA Authority, Inc.. Please review
the information provided and respond directly to this email. For tracking purposes, please
keep all subsequent correspondence in the same email thread. Once I have researched the
complaint, I will issue a determination. If you disagree with my decision regarding the
complaint, you will have 7 days to appeal it to the CAD Director. If you would like additional
information regarding the appeals process, please see Article 16 at the following link:
www.in.gov/legislative/iac/title170.html.

----- Case: 127924 Created On: 12/19/2019

000017

2:41 PM Assigned Date: 12/19/2019 2:42 PM Case Type: Complaint Industry: Sewer Hot Case

Type: Case Category: Service Case Detail 1: Billing Error Case Detail 2: High Bill Contact

Method: Telephone Assigned Analyst: Trevor Blok -----


----- Customer Type: Residential

Customer: Gretchen Ridener Business Phone: Home Phone: Contact Phone: 765-795-2667

Service Address: 11385 Oak Grove Church Rd City, State, ZIP: Poland , IN , 47868 Email: -----

----- Case Description: Customer has been being charged for sewer but was on a septic system. They do not understand why they were being charged sewer fees based on water consumption when the wastewater went into the septic system. Customer wants all sewer charges refunded. Sincerely, Trevor Blok Consumer Affairs Division Indiana Utility Regulatory Commission 101 West Washington Street, Suite 1500 E Indianapolis, IN 46204
TrBlok@urc.IN.gov

Regarding

 127924

Duration

Attachment #4

Email

RE: [i-Sight] (2019-12-000...


Created On
12/30/2019 1:18 PM


Date Received
12/30/2019 1:19 PM

Date Sent
12/30/2019 1:19 PM

Status Reason
Sent

Email

From  Trevor Blok

To  Rhonda Harper (i-Sight)

Cc

Bcc

Subject RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

Rhonda,

The address is 4523 Earham Drive Indianapolis 46227.

Let me know if you need anything else!

Thanks,
Trevor

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Trevor Blok;
Received: Mon Dec 30 2019 11:44:59 GMT-0500 (Eastern Standard Time)
To: Rhonda Harper (i-Sight);
Subject: RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

Rhonda,

I reached out to the customer and will report back when I receive an answer!

Thanks,
Trevor

----- Original Message -----

From: Rhonda Harper (i-Sight);
Received: Mon Dec 23 2019 14:06:33 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT

000020

open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Hi Trevor, I do not have this customer or address in our system. This shows in Poland Indiana.. I do not think we service her home. Can you contact her for be sure of the address.

New Case 127924 CRM:0211000000340


This correspondence is regarding a complaint the Consumer Affairs Division (CAD) of the Indiana Utility Regulatory Commission received involving CWA Authority, Inc.. Please review the information provided and respond directly to this email. For tracking purposes, please keep all subsequent correspondence in the same email thread. Once I have researched the complaint, I will issue a determination. If you disagree with my decision regarding the complaint, you will have 7 days to appeal it to the CAD Director. If you would like additional information regarding the appeals process, please see Article 16 at the following link: www.in.gov/legislative/iac/title170.html. -----

----- Case: 127924 Created On: 12/19/2019
2:41 PM Assigned Date: 12/19/2019 2:42 PM Case Type: Complaint Industry: Sewer Hot Case
Type: Case Category: Service Case Detail 1: Billing Error Case Detail 2: High Bill Contact
Method: Telephone Assigned Analyst: Trevor Blok -----

----- Customer Type: Residential
Customer: Gretchen Ridener Business Phone: Home Phone: Contact Phone: 765-795-2667
Service Address: 11385 Oak Grove Church Rd City, State, ZIP: Poland , IN , 47868 Email: -----

----- Case Description: Customer has been being charged for sewer but was on a septic system. They do not understand why they were being charged sewer fees based on water consumption when the wastewater went into the septic system. Customer wants all sewer charges refunded. Sincerely, Trevor Blok Consumer Affairs Division Indiana Utility Regulatory Commission 101 West Washington Street, Suite 1500 E Indianapolis, IN 46204
TrBlok@urc.IN.gov

Regarding

 127924

Duration

000021


Attachment #5


Email

[i-Sight] (2019-12-000867)...

Created On	Date Received	Date Sent	Status Reason
1/6/2020 1:23 PM	1/6/2020 1:22 PM		Received

Email

From  Rhonda Harper (i-Sight)

To  Trevor Blok

Cc

Bcc

Subject [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

File Name
There are no Attachments to show or manage
0 - 0 of 0 (0 selected)

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Hi Susie, please respond to the case below, The address in question is 4523 Earlham Dr. [REDACTED]

New Case 127924 CRM:0211000000340

This correspondence is regarding a complaint the Consumer Affairs Division (CAD) of the Indiana Utility Regulatory Commission received involving CWA Authority, Inc.. Please review the information provided and respond directly to this email. For tracking purposes, please keep all subsequent correspondence in the same email thread. Once I have researched the complaint, I will issue a determination. If you disagree with my decision regarding the complaint, you will have 7 days to appeal it to the CAD Director. If you would like additional information regarding the appeals process, please see Article 16 at the following link: www.in.gov/legislative/iac/title170.html. -----

----- Case: 127924 Created On: 12/19/2019 2:41 PM Assigned Date: 12/19/2019 2:42 PM Case Type: Complaint Industry: Sewer Hot Case Type: Case Category: Service Case Detail 1: Billing Error Case Detail 2: High Bill Contact Method: Telephone Assigned Analyst: Trevor Blok -----

----- Customer Type: Residential Customer: Gretchen Ridener Business Phone: Home Phone: Contact Phone: 765-795-2667 Service Address: 11385 Oak Grove Church Rd City, State, ZIP: Poland , IN , 47868 Email: -----

----- Case Description: Customer has been being charged for sewer but was on a septic system. They do not understand why they were being charged sewer fees based on water consumption when the wastewater went into the septic system. Customer wants all sewer charges refunded. Sincerely, Trevor Blok Consumer Affairs Division Indiana Utility Regulatory Commission 101 West Washington Street, Suite 1500 E Indianapolis, IN 46204 TrBlok@urc.IN.gov

Regarding  127924

000023

Attachment #6

Email

[i-Sight] (2019-12-000867)...

Created On1/6/2020 3:56 PM

Date Received1/6/2020 3:53 PM

Date Sent

Status ReasonReceived

Email

FromSusie Mikels (i-Sight)

ToTrevor Blok

Cc

Bcc

Subject[i-Sight] (2019-12-000867) Susie Mikels - New Case 127924
Seiergiel. Ridener, Grethcen
CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor,
It looks like a dye test was requested in June 2019. I have reached out to get the results of the test and will update you as soon as I receive them
Susie

Regarding127924

Duration

File Name

There are no Attachments to show or move

0 - 0 of 0 (0 selected)

Attachment #7

Email

FW: [i-Sight] (2019-12-000...

Created On	Date Received	Date Sent	Status Reason
1/8/2020 12:15 PM	1/8/2020 12:12 PM		Received

Email

From  Rhonda Harper

To  Rhonda Harper (i-Sight)

Cc  Trevor Blok

Bcc

Subject FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****


It doesn't look like you received Susie's response.

From: Susie Mikels (i-Sight) <20e40601-640d-4b11-9451-ac7d886cb296@citizensenergygroup.i-sight.com>
Sent: Monday, January 06, 2020 3:53 PM
To: IURC Voice <IURCVoice@citizensenergygroup.com>
Subject: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

WARNING: This email originated outside of Citizens Energy Group. DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Write ABOVE THIS LINE to post a reply

Trevor,
It looks like a dye test was requested in June 2019. I have reached out to get the results of the test and will update you as soon as I receive them
Susie

Regarding  127924

Duration

File Name
There are no Attachments to show or more
0 - 0 of 0 (0 selected)

000027

Attachment #8

Email

[i-Sight] (2019-12-000867)...

Created On1/13/2020 2:05 PM

Date Received1/13/2020 2:01 PM

Date Sent

Status ReasonReceived

Email

FromSusie Mikels (i-Sight)

ToTrevor Blok

Cc

Bcc

Subject[i-Sight] (2019-12-000867) Susie Mikels - New Case 127924
Seiergiel. Ridener, Grethcen
CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor,
The dye test was inconclusive. There is a private sewer main behind the home that several neighbors are connected to. If the customer connected to the septic tank instead of closing it we would not be bale to detect that. I have a Sewer Service Agreement singed May 4, 1966 stating that the owner Marcella Hockman, paid a deposit and agreed to connect to the sewer. The SSA is a zip file that is too large to attach

Regarding 127924

Duration

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)


Attachment #9


Email

RE: [i-Sight] (2019-12-000...

Created On	Date Received	Date Sent	Status Reason
1/22/2020 3:43 PM	1/22/2020 3:45 PM	1/22/2020 3:46 PM	Sent

Email

From  Trevor Blok

To  Susie Mikels (i-Sight)

Cc

Bcc

Subject RE: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

Susie,

I would like to see another test done. If the only records of sewer connection are this old, I would like a conclusive test to ensure the property is connected.

Thanks,
Trevor

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Susie Mikels (i-Sight);
Received: Mon Jan 13 2020 14:01:03 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor,
The dye test was inconclusive. There is a private sewer main behind the home that several neighbors are connected to. If the customer connected to the septic tank instead of closing it we would not be able to detect that. I have a Sewer Service Agreement signed May 4, 1966 stating that the owner Marcella Hockman, paid a deposit and agreed to connect to the sewer. The SSA is a zip file that is too large to attach

Regarding  127924

Duration

000031

Attachment #10

Email

RE: [i-Sight] (2019-12-000...

Created On	Date Received	Date Sent	Status Reason
1/27/2020 4:08 PM	1/27/2020 4:09 PM	1/27/2020 4:09 PM	Sent

Email

From Trevor Blok

To Susie Mikels (i-Sight)

Cc

Bcc

Subject RE: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen CRM:0211000000340

Susie,

Just wanted to check in to see if this was possible and what the timeline would look like.

Thanks,

Trevor

File Name
There are no Attachments to show or manage.
0 - 0 of 0 (0 selected)

----- Original Message -----

From: Trevor Blok;
Received: Wed Jan 22 2020 15:45:59 GMT-0500 (Eastern Standard Time)
To: Susie Mikels (i-Sight);
Subject: RE: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen CRM:0211000000340

Susie,

I would like to see another test done. If the only records of sewer connection are this old, I would like a conclusive test to ensure the property is connected.

Thanks,

Trevor

----- Original Message -----

From: Susie Mikels (i-Sight);
Received: Mon Jan 13 2020 14:01:03 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT

000033

open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor,

The dye test was inconclusive. There is a private sewer main behind the home that several neighbors are connected to. If the customer connected to the septic tank instead of closing it we would not be able to detect that. I have a Sewer Service Agreement signed May 4, 1966 stating that the owner Marcella Hockman, paid a deposit and agreed to connect to the sewer. The SSA is a zip file that is too large to attach

Regarding  127924

Duration

000034

Attachment #11

Email

[i-Sight] (2019-12-000867)...

Created On
1/29/2020 2:37 PM

Date Received
1/29/2020 2:36 PM

Date Sent

Status Reason
Received

Email

FromSusie Mikels (i-Sight)

ToTrevor Blok

Cc

Bcc

Subject[i-Sight] (2019-12-000867) Susie Mikels - New Case 127924
Seiergiel. Ridener, Grethcen
CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor,
The main that would be serving the customer is a private main. Therefore we have no access to send a camera in to look for the connection. The customer would need to have their septic system videoed to see if the system is tied to the main. The private main T's into our main at one end and is a dead end at another. With the infiltration and the distance to our closest manhole we would not come to any other conclusion. In these cases we ask the customer to prove to us that they are not connected. I can send the SSA by email if you like.
Susie

Regarding127924

Duration

File Name

There are no Attachments to show or move

0 - 0 of 0 (0 selected)

Attachment #12

Email

RE: [i-Sight] (2019-12-000...

Created On	Date Received	Date Sent	Status Reason
1/31/2020 4:38 PM	1/31/2020 4:38 PM	1/31/2020 4:39 PM	Sent

Email

From  Trevor Blok

To  Susie Mikels (i-Sight)

Cc

Bcc

Subject RE: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

Susie,

Can you confirm when the customer moved out of the home?

Thanks,
Trevor

File Name
There are no Attachments to show or more
0 - 0 of 0 (0 selected)

----- Original Message -----

From: Susie Mikels (i-Sight);
Received: Wed Jan 29 2020 14:36:01 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor,

The main that would be serving the customer is a private main. Therefore we have no access to send a camera in to look for the connection. The customer would need to have their septic system videoed to see if the system is tied to the main. The private main T's into our main at one end and is a dead end at another. With the infiltration and the distance to our closest manhole we would not come to any other conclusion. In these cases we ask the customer to prove to us that they are not connected. I can send the SSA by email if you like.

Susie

Regarding  127924

Duration

000038

Attachment #13

Email

[i-Sight] (2019-12-000867)...

Created On2/3/2020 3:25 PM

Date Received2/3/2020 3:23 PM

Date Sent

Status ReasonReceived

Email

FromSusie Mikels (i-Sight)

ToEmmy Smith

Cc

Bcc

Subject[i-Sight] (2019-12-000867) Susie Mikels - New Case 127924
Seiergiel. Ridener, Grethcen
CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor,
We did not do a meter test. One was not requested.The complainant had a tenant take over the services on 6/5/19. At that time, her account was closed. there is no extraordinary water usage during the 6 months preceding the move out date of 6/5/19
Susie

Regarding 127924

Duration

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

Attachment #14

Email

[i-Sight] (2019-12-000867)...Created On
2/3/2020 3:25 PMDate Received
2/3/2020 3:22 PM

Date Sent


Status Reason
Received

Email

From  Susie Mikels (i-Sight)To  Trevor Blok

Cc

Bcc

Subject [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924
Seiergiel. Ridener, Grethcen 
CRM:0211000000340****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

Write ABOVE THIS LINE to post a reply

Trevor,
We did not do a meter test. One was not requested. The complainant had a tenant take over the services on 6/5/19. At that time, her account was closed. there is no extraordinary water usage during the 6 months preceding the move out date of 6/5/19
Susie

Regarding  127924

Duration

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)


Attachment #15



Email

RE: FW: [i-Sight] (2019-12-...

Created On	Date Received	Date Sent	Status Reason
2/6/2020 2:33 PM	2/6/2020 2:34 PM	2/6/2020 2:34 PM	Sent

Email

From  Trevor Blok

To  Rhonda Harper;  Rhonda Harper (i-Sight)

Cc

Bcc

Subject RE: FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

Rhonda,

We have a few questions for the customer. Would you be able to provide a phone number? The one we have on file does not work.

Thanks,
Trevor

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Rhonda Harper;
Received: Wed Jan 08 2020 12:12:36 GMT-0500 (Eastern Standard Time)
To: Rhonda Harper (i-Sight);
Cc: Trevor Blok;
Subject: FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

It doesn't look like you received Susie's response.

From: Susie Mikels (i-Sight) <20e40601-640d-4b11-9451-ac7d886cb296@citizensenergygroup.i-sight.com>
Sent: Monday, January 06, 2020 3:53 PM
To: IURC Voice <IURCVoice@citizensenergygroup.com>
Subject: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

WARNING: This email originated outside of Citizens Energy Group. DO NOT

000044

CLICK links or attachments unless you recognize the sender and know the content is safe.

Write ABOVE THIS LINE to post a reply

Trevor,

It looks like a dye test was requested in June 2019. I have reached out to get the results of the test and will update you as soon as I receive them

Susie

Regarding  **127924**

Duration

000045

Attachment #16

Email

RE: FW: [i-Sight] (2019-12-...

Created On	Date Received	Date Sent	Status Reason
2/6/2020 3:06 PM	2/6/2020 3:05 PM		Received

Email

From [REDACTED] Rhonda Harper

To [REDACTED] Rhonda Harper (i-Sight); [REDACTED] Trevor Blok

Cc

Bcc

Subject RE: FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Trevor we have 317-627-8840.

From: Blok, Trevor A <TrBlok@urc.IN.gov>
Sent: Thursday, February 06, 2020 2:34 PM
To: Harper, Rhonda <RHarper@citizensenergygroup.com>; Rhonda Harper (i-Sight) <95f8de0c-8d3d-4425-bf3b-d053d0b3b7a9@citizensenergygroup.i-sight.com>
Subject: RE: FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

WARNING: This email originated outside of Citizens Energy Group. DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Rhonda,

We have a few questions for the customer. Would you be able to provide a phone number? The one we have on file does not work.

Thanks,
Trevor

----- Original Message -----

From: Rhonda Harper;
Received: Wed Jan 08 2020 12:12:36 GMT-0500 (Eastern Standard

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

000047

Time)

To: Rhonda Harper (i-Sight);

Cc: Trevor Blok;

Subject: FW: [i-Sight] (2019-12-000867) Susie Mikels - New Case
127924 Seiergiel. Ridener, Grethcen [REDACTED]
CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT
open attachments or click links from unknown senders or
unexpected email. ****

It doesn't look like you received Susie's response.

From: Susie Mikels (i-Sight) <20e40601-640d-4b11-9451-
ac7d886cb296@citizensenergygroup.i-sight.com>
Sent: Monday, January 06, 2020 3:53 PM
To: IURC Voice <IURCVoice@citizensenergygroup.com>
Subject: [i-Sight] (2019-12-000867) Susie Mikels - New Case 127924
Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

WARNING: This email originated outside of Citizens Energy Group. DO NOT
CLICK links or attachments unless you recognize the sender and know the
content is safe.

Write ABOVE THIS LINE to post a reply

Trevor,

It looks like a dye test was requested in June 2019. I have reached out to get the
results of the test and will update you as soon as I receive them

Susie

Regarding  127924

Duration

000048

Attachment #17

Email

[i-Sight] (2019-12-000867)...

Created On	Date Received	Date Sent	Status Reason
2/6/2020 3:26 PM	2/6/2020 3:25 PM		Received

Email

From [i-Sight] Rhonda Harper (i-Sight)

To [i-Sight] Emmy Smith

Cc

Bcc

Subject [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Sorry meant to say Dec 18th.

Regarding [i-Sight] 127924

Duration

File Name
There are no Attachments to show or move
0 - 0 of 0 (0 selected)

Attachment #18

Email

[i-Sight] (2019-12-000867)...

Created On
2/6/2020 3:26 PM


Date Received
2/6/2020 3:22 PM

Date Sent


Status Reason
Received

Email

From

 Rhonda Harper (i-Sight)

To

 Trevor Blok

Cc

Bcc

Subject

[i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924
Seiergiel. Ridener, Grethcen [REDACTED]
CRM:0211000000340

File Name

Gretchen Swiergiel-Ridener Dec


1 - 1 of 1 (0 selected)

**** This is an EXTERNAL email. Exercise caution. DO NOT
open attachments or click links from unknown senders or
unexpected email. ****

Write ABOVE THIS LINE to post a reply

Hi Trevor, here is the call from December 19th.

Regarding

 127924

Duration


Attachment #19


Email

[i-Sight] (2019-12-000867)...

Created On	Date Received	Date Sent	Status Reason
2/6/2020 3:26 PM	2/6/2020 3:23 PM		Received

Email

From  Rhonda Harper (i-Sight)

To  Trevor Blok

Cc

Bcc

Subject [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Sorry meant to say Dec 18th.

Regarding  127924

Duration

File Name
There are no Attachments to show or more
0 - 0 of 0 (0 selected)

Attachment #20

Email

RE: [i-Sight] (2019-12-000...

Created On	Date Received	Date Sent	Status Reason
2/7/2020 2:34 PM	2/7/2020 2:41 PM	2/7/2020 2:41 PM	Sent

Email

From Trevor Blok

To Rhonda Harper (i-Sight)

Cc

Bcc

Subject RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

Rhonda,

I am looking to set up a conference call between the both of us as well as our water/sewer analyst Marcus. However, I would like to also include whoever reviews these types of tests and has provided this information to you.

Let me know what you think and I will work to get this scheduled for next week.

Thanks,
Trevor

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Rhonda Harper (i-Sight);

Received: Thu Feb 06 2020 15:23:15 GMT-0500 (Eastern Standard Time)

To: Trevor Blok;

Subject: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 Seiergiel. Ridener, Grethcen [REDACTED] CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Sorry meant to say Dec 18th.

Regarding 127924

Duration

Attachment #21

Email

Sewer/Septic Question


Created On
2/7/2020 2:47 PM




Date Received
2/6/2020 10:09 AM

Date Sent

Status Reason
Sent

Email

From  Trevor Blok

To  Curt Gassert;  Curt Gassert;  Curt Gassert

Cc

Bcc

Subject Sewer/Septic Question

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

Good morning Curt,

I had a question regarding one of my cases and what tests can be done in order to prove whether or not a property is connected to Citizen's sewer system. The current dispute is that the customer states they have been connected to a septic system but are being billed for sewer. Citizens claims the property is connected to a private sewer which feeds into Citizen's system. A dye test was conducted but came back inconclusive.

Do you know of any other tests that can determine to which system this property is connected?

Thanks,


Trevor Blok
Consumer Analyst – Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, IN 46204
Phone: (317) 233-9842
TrBlok@urc.IN.gov

Confidentiality Notice: This e-mail transmission may contain deliberative, confidential or other legally privileged information that is not subject to public disclosure under Ind. Code § 5-14-3-4(b), and is intended only for the individual or entity named in the e-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited.

If you have received this e-mail transmission in error, please reply to the sender, so that the Indiana Utility Regulatory Commission's Office can arrange for proper delivery, and then please delete the message from your inbox. Thank you.

000058

Regarding

 127924

Duration

Attachment #22

Email

RE: Sewer/Septic Question

Created On
2/7/2020 2:47 PM

Date Received
2/6/2020 10:30 AM

Date Sent

Status Reason
Received

Email

From  Marcus Turner

To  Trevor Blok

Cc  Curt Gassert;  Curt Gassert;  Curt Gassert

Bcc

Subject RE: Sewer/Septic Question

Trevor,

Conducting a dye test is the appropriate method of verification. I do not understand how a dye test can be inconclusive. Either the dye ends up in the collection system or it does not.

It could be smoke tested but I really don't see the need if dye was NOT observed in the collection system.

Marcus

From: Gassert, Curt
Sent: Thursday, February 06, 2020 10:23 AM
To: Turner, Marcus <MaTurner@urc.IN.gov>
Subject: FW: Sewer/Septic Question

Marcus, can you respond to this and cc: me. thanks.

From: Blok, Trevor A
Sent: Thursday, February 06, 2020 10:09 AM
To: Gassert, Curt <cgassert@urc.IN.gov>
Subject: Sewer/Septic Question

Good morning Curt,

I had a question regarding one of my cases and what tests can be done in order to prove whether or not a property is connected to Citizen's sewer system. The current dispute is that the customer states they have been connected to a septic system but are being billed for sewer. Citizens claims the property is connected to a private sewer which feeds into Citizen's

File Name

There are no Attachments to show or manage

0 - 0 of 0 (0 selected)

000061

system. A dye test was conducted but came back inconclusive.

Do you know of any other tests that can determine to which system this property is connected?

Thanks,

Trevor Blok
Consumer Analyst – Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, IN 46204
Phone: (317) 233-9842
TrBlok@urc.IN.gov

Confidentiality Notice: This e-mail transmission may contain deliberative, confidential or other legally privileged information that is not subject to public disclosure under Ind. Code § 5-14-3-4(b), and is intended only for the individual or entity named in the e-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited.

If you have received this e-mail transmission in error, please reply to the sender, so that the Indiana Utility Regulatory Commission's Office can arrange for proper delivery, and then please delete the message from your inbox. Thank you.

Regarding

✂ 127924

Duration


Attachment #23


Email

[i-Sight] (2019-12-000867)...

Created On	Date Received	Date Sent	Status Reason
2/7/2020 4:26 PM	2/7/2020 4:25 PM		Received

Email

From  Rhonda Harper (i-Sight)

To  Trevor Blok

Cc

Bcc

File Name
Property card 4523 Earlham Dr.d
1 - 1 of 1 (0 selected)

Subject [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor the property card is attached. I have also provided a link to the Marion County assessors website.file:///C:/Users/CRLRLH/Downloads/Parcel_5016394_PRC.pdf

Regarding  127924

Duration

[illegible]

000065

Attachment #24

Email

RE: [i-Sight] (2019-12-000...

Created On
2/10/2020 3:37 PM


Date Received
2/10/2020 3:38 PM

Date Sent
2/10/2020 3:38 PM


Status Reason
Sent

Email

From

 Trevor Blok

To

 Rhonda Harper (i-Sight)

Cc

Bcc

Subject

RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

Thanks Rhonda,

Could you send the sewer service agreement as well as the email of the individual from your engineering department?

Thanks,
Trevor

File Name

There are no Attachments to show or move

0 - 0 of 0 (0 selected)

----- Original Message -----


From: Rhonda Harper (i-Sight);
Received: Fri Feb 07 2020 16:25:46 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor the property card is attached. I have also provided a link to the Marion County assessors website.
file:///C:/Users/CRLRLH/Downloads/Parcel_5016394_PRC.pdf

Regarding

 127924

Duration

000067

Attachment #25

Email

Fw: sewer cleaning bill

Created On
2/11/2020 8:47 AM

Date Received
2/10/2020 3:40 PM

Date Sent

Status Reason
Received

Email

From  GRETCHEN SWIERGIEL

To  Trevor Blok

Cc

Bcc

Subject Fw: sewer cleaning bill

File Name

20200208143006507.pdf

1 - 1 of 1 (0 selected)

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

From Gretchen Swiergiel Ridener/ Charles Ridener 4523 Earlham Drive Indianapolis, In 46227 (previous address) phone: 317-627-8840 or 765-795-2667. Please let me know that you receive this ok. Thank you.

----- Forwarded Message -----

From: GRETCHEN SWIERGIEL <swiergiel1@sbcglobal.net>
To: GRETCHEN SWIERGIEL <swiergiel1@sbcglobal.net>
Sent: Saturday, February 8, 2020, 02:31:36 PM EST
Subject: sewer cleaning bill

Regarding  127924

Duration

000069



GREASE TRAP CLEANING CORP.

1535 Deloss Street Indianapolis, IN 46201
(317) 269-0000 (888) 5GREASE (547-3273)

Business Name Gretchen Ridner Date 3/20/18

Address 4523 Earham Dr

Phone Indy

Driver [Signature]

QTY.	DESCRIPTION	AMOUNT
<input checked="" type="checkbox"/>	Pumped Grease Trap <u>Septic Tank</u>	
<input checked="" type="checkbox"/>	Schedule Maintenance	
<input type="checkbox"/>	Outside <input type="checkbox"/> Inside	
	Gallons <u>1500</u>	
<input type="checkbox"/>	Pressure Cleaned	
<input type="checkbox"/>	Cleaned Inlet: <input type="checkbox"/> Jet <input type="checkbox"/> Cable	
<input type="checkbox"/>	Cleaned Outlet: <input type="checkbox"/> Jet <input type="checkbox"/> Cable	
	Grease Trap Inspected by Manager: Yes <input type="checkbox"/> No <input type="checkbox"/> Declined by <input type="checkbox"/> Initial: _____	
	Other <u>CK 4475</u>	
	I.D.E.M. 49-160 & 49-174 & 49-178	
<input type="checkbox"/>	All Work Was Performed Satisfactory	

Approved By: [Signature] TOTAL 337.50

The Customer is Responsible For All Collection Fees, Attorney Fees and Filing Fees.

THANK YOU

All claims and returned goods MUST be accompanied by this bill.
Reorder from: Worellcorp (800) 297-9599

OGT-FM001 09/15

Attachment #26

Email

RE: Fw: sewer cleaning bill ...


Created On
2/11/2020 9:45 AM


Date Received
2/11/2020 9:47 AM

Date Sent
2/11/2020 9:47 AM

Status Reason
Sent

Email

From  Trevor Blok

To  GRETCHEN SWIERGIEL

Cc

Bcc

Subject RE: Fw: sewer cleaning bill CRM:0210000000370

Gretchen,

This was received!

I would like to speak with you regarding the case, specifically on whether or not you have a pool on the property.

Let me know what time works best for you!

Thanks,

Trevor Blok
Consumer Analyst – Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, IN 46204
Phone: (317) 233-9842

TrBlok@urc.IN.gov

Confidentiality Notice: This e-mail transmission may contain deliberative, confidential or other legally privileged information that is not subject to public disclosure under Ind. Code § 5-14-3-4(b), and is intended only for the individual or entity named in the e-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited.

If you have received this e-mail transmission in error, please reply to the sender, so that the Indiana Utility Regulatory Commission's Office can arrange for proper delivery, and then please delete the message from your inbox. Thank you.

----- Original Message -----

From: GRETCHEN SWIERGIEL;
Received: Mon Feb 10 2020 15:40:39 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;

File Name

There are no Attachments to show or move

0 - 0 of 0 (0 selected)

000072


Subject: Fw: sewer cleaning bill

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

From Gretchen Swiergiel Ridener/ Charles Ridener 4523 Earlham Drive Indianapolis, In 46227
(previous address) phone: 317-627-8840 or 765-795-2667. Please let me know that you receive this ok. Thank you.

----- Forwarded Message -----

From: GRETCHEN SWIERGIEL <swiergiel1@sbcglobal.net>
To: GRETCHEN SWIERGIEL <swiergiel1@sbcglobal.net>
Sent: Saturday, February 8, 2020, 02:31:36 PM EST
Subject: sewer cleaning bill

Regarding 127924**Duration**

Attachment #27

Email

Re: sewer cleaning bill CR...

Created On
2/11/2020 9:53 AM

Date Received
2/11/2020 9:51 AM

Date Sent

Status Reason
Received

Email

From  GRETCHEN SWIERGIEL

To  Trevor Blok

Cc

Bcc

Subject Re: sewer cleaning bill CRM:0210000000370

File Name

There are no Attachments to show or manage

0 - 0 of 0 (0 selected)

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am working but can call you on my lunch at noon. Yes we did have a pool on the property.

On Tuesday, February 11, 2020, 09:48:36 AM EST, Blok, Trevor A <trblok@urc.in.gov> wrote:

Gretchen,

This was received!

I would like to speak with you regarding the case, specifically on whether or not you have a pool on the property.

Let me know what time works best for you!

Thanks,

Trevor Blok
Consumer Analyst – Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, IN 46204
Phone: (317) 233-9842

TrBlok@urc.IN.gov

Confidentiality Notice: This e-mail transmission may contain deliberative, confidential or other legally privileged information that is not subject to public disclosure under Ind. Code § 5-14-3-4(b), and is intended only for the individual or entity named in the e-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited.

000075

If you have received this e-mail transmission in error, please reply to the sender, so that the Indiana Utility Regulatory Commission's Office can arrange for proper delivery, and then please delete the message from your inbox. Thank you.

----- Original Message -----

From: GRETCHEN SWIERGIEL;
Received: Mon Feb 10 2020 15:40:39 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: Fw: sewer cleaning bill


****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

From Gretchen Swiergiel Ridener/ Charles Ridener 4523 Earlham Drive Indianapolis, In 46227 (previous address) phone: 317-627-8840 or 765-795-2667. Please let me know that you receive this ok. Thank you.

----- Forwarded Message -----

From: GRETCHEN SWIERGIEL <swiergiel1@sbcglobal.net>
To: GRETCHEN SWIERGIEL <swiergiel1@sbcglobal.net>
Sent: Saturday, February 8, 2020, 02:31:36 PM EST
Subject: sewer cleaning bill

Regarding

 127924

Duration

Attachment #28

Email

4523 Earlham Dr

Created On
2/11/2020 3:24 PM

Date Received
2/11/2020 3:22 PM

Date Sent

Status Reason
Received

Email

From  Jason Ravenscroft

To  Trevor Blok

Cc

Bcc

Subject 4523 Earlham Dr

File Name

Earlham Thompson FactSheet.p

1 - 1 of 1 (0 selected)

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Trevor, good to speak with you on the phone today. I'm writing this email to recap our conversation. My understanding of the issue is that there is a question as to whether the property at 4523 Earlham Dr is connected to a septic system or the sanitary sewer system. There was a sewer extension in this neighborhood under the Septic Tank Elimination program in 2015 or 2016. During that project it was brought to our attention by the neighborhood that most of the homes on the north and south side of Earlhamr Dr and the north and south side of Rutgers Rd were connected to a private sewer line that ran behind the homes to a public sewer on Keystone Ave (CEG Fact Sheet attached). We were also told that all the homes that were connected to the private sewer line still had their septic tanks in use. A typical septic system consists of a septic tank for separation of solids, fats, oils, and grease and a soil absorption field. The effluent that leaves the septic tank goes to a soil absorption field (or finger system for a convention septic system) where the soil's natural biological, chemical and physical properties treats the effluent. Normally, when a home is connected to a sanitary sewer system, the septic tank is abandoned by having the contents pumped and the tank filled in with dirt, sand, or gravel. In fact current code requires the tank to be abandoned (410 IAC 6-8.3-90). For some reason these homes, according to the neighborhood, kept their septic tanks but the effluent was discharging to the private sewer line that then ran to a public sewer line. This would mean the homes would still need to periodically pump their septic tanks, just like they would if the tank were still connected to a soil absorption field. This set up makes verification very challenging. A septic tank is designed to hold the water for 24 hours or longer so a typical dye test would be inconclusive unless someone monitored the nearest manhole for a day or two. The inlet and outlet


000078

baffles on the septic tank are not connected directly so a camera run to the tank from the home would not be able to run through the outlet baffle. The only way I can see feasibly verifying where the line from the septic tank at this property goes would be to excavate the line. I've checked our records and can't find any diagrams of the original septic system, but based on the aerial view of the property I can say the above ground pool on this property would almost certainly be where the finger system was (or is). I cannot say definitively, based on our records or knowledge of this property, where the effluent from the tank goes. However, if it is determined that the soil absorption field is still in use, the placement of the above ground swimming pool would almost certainly be in violation of the separation distances set forth in 410 IAC 6-8.3-57(a) and (c). I hope this helps. Let me know if there is anything else we can do to assist.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

Regarding

 127924

Duration



Earlham Drive/Thompson Road STEP Project

Citizens Energy Group is working to replace failing septic systems with sanitary sewers in the Earlham Drive/Thompson Road area on the city's southeast side as part of the Septic Tank Elimination Program (STEP).

The Problem

Septic systems have a limited life and eventually fail. In addition, the soil types in Marion County are poor for septic waste absorption. As a result, human waste leaches into groundwater, backyards and neighborhood ditches and streams. Failing septic systems are linked to unsafe levels of E. coli in many neighborhood streams and ditches.

The Solution

Approximately 100 properties are part of the Earlham Drive/Thompson Road project, as shown on the map on the reverse side. This project will include the installation of new sanitary sewers.

To address health hazards in our neighborhoods, the Septic Tank Elimination Program (STEP) was implemented to convert many neighborhoods on septic systems to the sanitary sewer system. STEP will bring sewers to hundreds of homes annually to address a majority of the approximately 25,000 Indianapolis homes still on septic systems. Projects are prioritized based on several criteria, three of which are septic system failure rates, housing densities and proximity to a floodplain.

How You Can Help

Everyone has a role in protecting our waterways. You can help by adopting the following environmentally friendly practices:

- Disconnect downspouts and sump pumps connected to the sewer system. Their flow takes up capacity we need to carry sewage.
- Don't send fats, oils and grease down the drain.

They can clog our sewers and cause overflows and costly repairs.

- Clear gutters and storm sewer drains of leaves and debris.
- Never dispose motor oil, antifreeze, battery acid and household chemicals down the drain. Properly dispose of these materials through the city's ToxDrop program. Log on to www.sustainindy.org/ToxDrop to learn how.
- Reduce water use in your homes and businesses.
- Sign up to receive e-mail warnings of sewer overflows at www.citizensenergygroup.com.
- Pick up your pet's waste. It can end up in our waterways.
- Reduce or eliminate insecticide, herbicide and fertilizer use. These chemicals also can end up in our waterways.

Project Status

Project Status: In Design

Anticipated Construction Period: Spring 2015 to Winter 2015

Designer: Burgess & Niple

Estimated Project Costs: \$2.5 million

Approximate Number of Properties In The Project: 100

Project Manager: Aaron Goslee,
agoslee@citizensenergygroup.com, 317-341-3794

STEP Information Line: 317-927-4328

Marion County Health Department: Mike Goodin,
317-221-2147

Project Schedules And Costs Are Subject To Change.

Continued on back.

Earlham Drive - Thompson Road STEP Project #92SP00390 . BL-39-007



0 0.05 0.1 0.2 Miles



Attachment #29

Email

RE: 4523 Earlham Dr

Created On
2/18/2020 11:03 AM


Date Received
2/18/2020 11:00 AM

Date Sent

Status Reason
Sent

Email

From

 Trevor Blok

To

 ;  Marcus Turner

Cc

Bcc

Subject

RE: 4523 Earlham Dr

File Name
Earlham Thompson FactSheet-1
1 - 1 of 1 (0 selected)

Marcus,

Thanks again for meeting with me!

I have attached the fact sheet with the map of the private sewer lines. It appears I was correct in stating that these lines run beneath the properties rather than the streets. I will still ask where the nearest access points are on citizen's lines.

These are not on a STEP system, but confusingly Citizens has named this their STEP Project (Septic Tank Elimination Program). I clarified with the health department who confirmed that pumps are not used, as this is a gravity sewer system.

I will keep you in the loop as more information comes in.

Thanks,

Trevor Blok
Consumer Analyst – Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, IN 46204
Phone: (317) 233-9842
TrBlok@urc.IN.gov

Confidentiality Notice: This e-mail transmission may contain deliberative, confidential or other legally privileged information that is not subject to public disclosure under Ind. Code § 5-14-3-4(b), and is intended only for the individual or entity named in the e-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited.

000083

If you have received this e-mail transmission in error, please reply to the sender, so that the Indiana Utility Regulatory Commission's Office can arrange for proper delivery, and then please delete the message from your inbox. Thank you.

From: Turner, Marcus
Sent: Friday, February 14, 2020 3:57 PM
To: Blok, Trevor A <TrBlok@urc.IN.gov>
Subject: RE: 4523 Earlham Dr

Will be happy to. My schedule is fairly open next week.

From: Blok, Trevor A
Sent: Friday, February 14, 2020 3:38 PM
To: Turner, Marcus <MaTurner@urc.IN.gov>
Subject: FW: 4523 Earlham Dr

Marcus,

I would like to meet next week sometime to discuss the information below from the Marion County Health Dept. I'd like to brainstorm what type of test could prove this connection as the health department seems to be with the utility in stating a typical dye test will not work.

Let me know what day/times work best for you.

Thanks,
Trevor

From: Jason Ravenscroft [<mailto:jravensc@marionhealth.org>]
Sent: Tuesday, February 11, 2020 3:22 PM
To: Blok, Trevor A <TrBlok@urc.IN.gov>
Subject: 4523 Earlham Dr

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

Trevor, good to speak with you on the phone today. I'm writing this email to recap our conversation. My understanding of the issue is that there is a question as to whether the property at 4523 Earlham Dr is connected to a septic system or the sanitary sewer system. There was a sewer extension in this neighborhood under the Septic Tank Elimination program in 2015 or 2016. During that project it was brought to our attention by the neighborhood that most of the homes on the north and south side of Earlham Dr and the north and south side of Rutgers Rd were connected to a private sewer line that ran behind the homes to a public sewer on Keystone Ave (CEG Fact Sheet attached). We were also told that all the homes that were connected to the private sewer line still had their septic tanks in use. A typical septic system consists of a septic tank for separation of solids, fats, oils, and grease and a soil absorption field. The effluent that leaves the septic tank goes to a soil absorption field (or finger system for a

000084

convention septic system) where the soil's natural biological, chemical and physical properties treats the effluent. Normally, when a home is connected to a sanitary sewer system, the septic tank is abandoned by having the contents pumped and the tank filled in with dirt, sand, or gravel. In fact current code requires the tank to be abandoned (410 IAC 6-8.3-90). For some reason these homes, according to the neighborhood, kept their septic tanks but the effluent was discharging to the private sewer line that then ran to a public sewer line. This would mean the homes would still need to periodically pump their septic tanks, just like they would if the tank were still connected to a soil absorption field. This set up makes verification very challenging. A septic tank is designed to hold the water for 24 hours or longer so a typical dye test would be inconclusive unless someone monitored the nearest manhole for a day or two. The inlet and outlet baffles on the septic tank are not connected directly so a camera run to the tank from the home would not be able to run through the outlet baffle. The only way I can see feasibly verifying where the line from the septic tank at this property goes would be to excavate the line. I've checked our records and can't find any diagrams of the original septic system, but based on the aerial view of the property I can say the above ground pool on this property would almost certainly be where the finger system was (or is). I cannot say definitively, based on our records or knowledge of this property, where the effluent from the tank goes. However, if it is determined that the soil absorption field is still in use, the placement of the above ground swimming pool would almost certainly be in violation of the separation distances set forth in 410 IAC 6-8.3-57(a) and (c). I hope this helps. Let me know if there is anything else we can do to assist.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

Regarding  127924

Duration

000085



Earlham Drive/Thompson Road STEP Project

Citizens Energy Group is working to replace failing septic systems with sanitary sewers in the Earlham Drive/Thompson Road area on the city's southeast side as part of the Septic Tank Elimination Program (STEP).

The Problem

Septic systems have a limited life and eventually fail. In addition, the soil types in Marion County are poor for septic waste absorption. As a result, human waste leaches into groundwater, backyards and neighborhood ditches and streams. Failing septic systems are linked to unsafe levels of E. coli in many neighborhood streams and ditches.

The Solution

Approximately 100 properties are part of the Earlham Drive/Thompson Road project, as shown on the map on the reverse side. This project will include the installation of new sanitary sewers.

To address health hazards in our neighborhoods, the Septic Tank Elimination Program (STEP) was implemented to convert many neighborhoods on septic systems to the sanitary sewer system. STEP will bring sewers to hundreds of homes annually to address a majority of the approximately 25,000 Indianapolis homes still on septic systems. Projects are prioritized based on several criteria, three of which are septic system failure rates, housing densities and proximity to a floodplain.

How You Can Help

Everyone has a role in protecting our waterways. You can help by adopting the following environmentally friendly practices:

- Disconnect downspouts and sump pumps connected to the sewer system. Their flow takes up capacity we need to carry sewage.
- Don't send fats, oils and grease down the drain.

They can clog our sewers and cause overflows and costly repairs.

- Clear gutters and storm sewer drains of leaves and debris.
- Never dispose motor oil, antifreeze, battery acid and household chemicals down the drain. Properly dispose of these materials through the city's ToxDrop program. Log on to www.sustainindy.org/ToxDrop to learn how.
- Reduce water use in your homes and businesses.
- Sign up to receive e-mail warnings of sewer overflows at www.citizensenergygroup.com.
- Pick up your pet's waste. It can end up in our waterways.
- Reduce or eliminate insecticide, herbicide and fertilizer use. These chemicals also can end up in our waterways.

Project Status

Project Status: In Design

Anticipated Construction Period: Spring 2015 to Winter 2015

Designer: Burgess & Niple

Estimated Project Costs: \$2.5 million

Approximate Number of Properties In The Project: 100

Project Manager: Aaron Goslee,
agoslee@citizensenergygroup.com, 317-341-3794

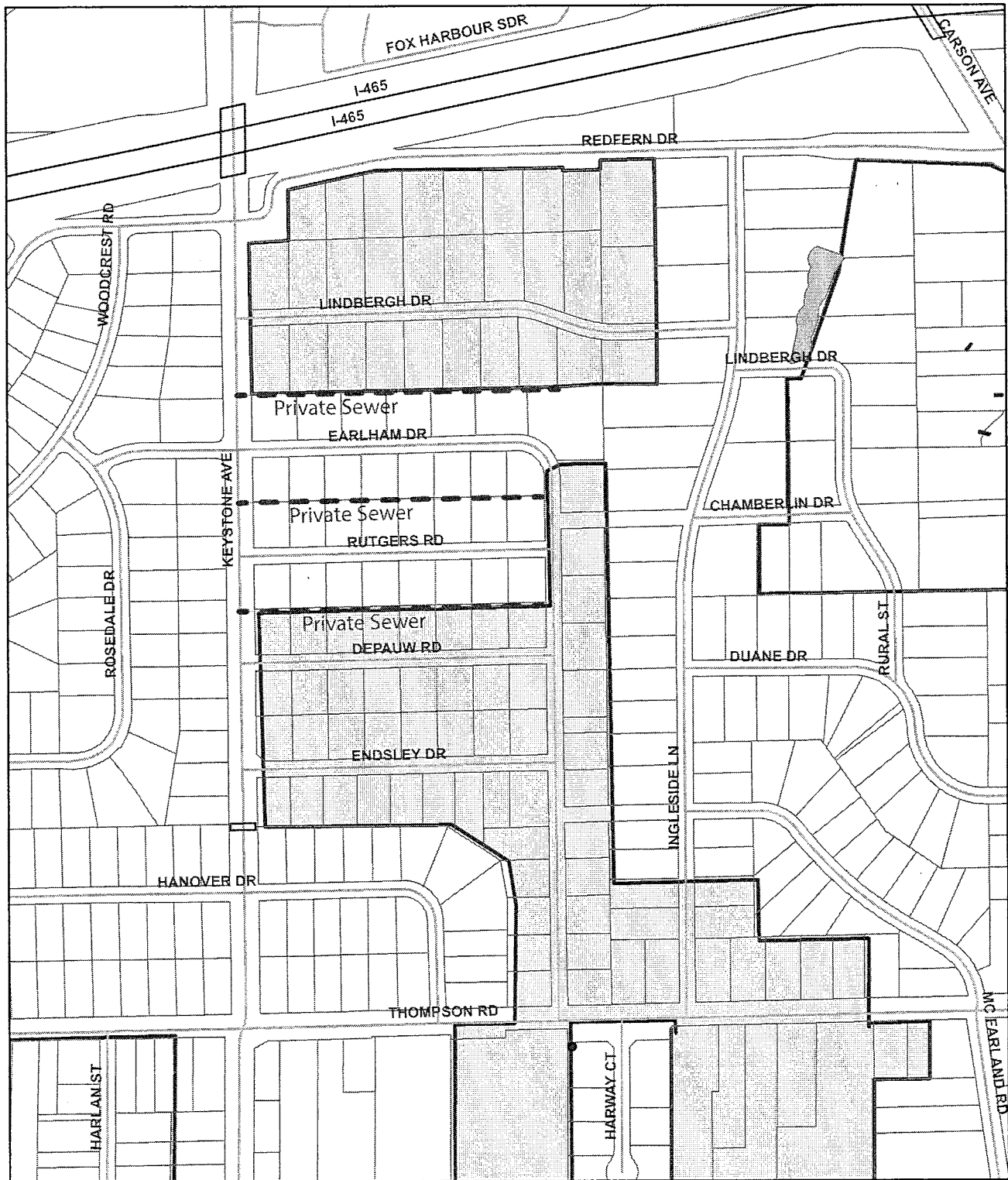
STEP Information Line: 317-927-4328

Marion County Health Department: Mike Goodin,
317-221-2147

Project Schedules And Costs Are Subject To Change.

Continued on back.

Earlham Drive - Thompson Road STEP Project #92SP00390 . BL-39-007



0 0.05 0.1 0.2 Miles



Attachment #30

Email

RE: 4523 Earlham Dr CRM:...


Created On
2/18/2020 11:26 AM


Date Received
2/18/2020 11:34 AM

Date Sent
2/18/2020 11:34 AM

Status Reason
Sent

Email

From  Trevor Blok

To  Jason Ravenscroft

Cc

Bcc

Subject RE: 4523 Earlham Dr CRM:0210000000387

Jason,

Thanks for taking my call earlier. I did want to follow up as I realize I neglected to touch on another question I had.

Are there any records of who owns the private lines? I know you had mentioned there is shared ownership here but I am curious as to what records exist.

Thanks,
Trevor

File Name

There are no Attachments to show or move

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Jason Ravenscroft;
Received: Tue Feb 11 2020 15:22:42 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: 4523 Earlham Dr

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Trevor, good to speak with you on the phone today. I'm writing this email to recap our conversation. My understanding of the issue is that there is a question as to whether the property at 4523 Earlham Dr is connected to a septic system or the sanitary sewer system. There was a sewer extension in this neighborhood under the Septic Tank Elimination program in 2015 or 2016. During that project it was brought to our attention by the neighborhood that most of the homes on the north and south side of Earlham Dr and the north and south side of Rutgers Rd were connected to a private sewer line that ran behind the homes to a public sewer on Keystone Ave (CEG Fact Sheet attached). We were also told that all the homes that were connected to the private sewer line still had their septic

000089

tanks in use. A typical septic system consists of a septic tank for separation of solids, fats, oils, and grease and a soil absorption field. The effluent that leaves the septic tank goes to a soil absorption field (or finger system for a convention septic system) where the soil's natural biological, chemical and physical properties treats the effluent. Normally, when a home is connected to a sanitary sewer system, the septic tank is abandoned by having the contents pumped and the tank filled in with dirt, sand, or gravel. In fact current code requires the tank to be abandoned (410 IAC 6-8.3-90). For some reason these homes, according to the neighborhood, kept their septic tanks but the effluent was discharging to the private sewer line that then ran to a public sewer line. This would mean the homes would still need to periodically pump their septic tanks, just like they would if the tank were still connected to a soil absorption field. This set up makes verification very challenging. A septic tank is designed to hold the water for 24 hours or longer so a typical dye test would be inconclusive unless someone monitored the nearest manhole for a day or two. The inlet and outlet baffles on the septic tank are not connected directly so a camera run to the tank from the home would not be able to run through the outlet baffle. The only way I can see feasibly verifying where the line from the septic tank at this property goes would be to excavate the line. I've checked our records and can't find any diagrams of the original septic system, but based on the aerial view of the property I can say the above ground pool on this property would almost certainly be where the finger system was (or is). I cannot say definitively, based on our records or knowledge of this property, where the effluent from the tank goes. However, if it is determined that the soil absorption field is still in use, the placement of the above ground swimming pool would almost certainly be in violation of the separation distances set forth in 410 IAC 6-8.3-57(a) and (c). I hope this helps. Let me know if there is anything else we can do to assist.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

Regarding  127924

Duration

000090

Attachment #31

Email

RE: 4523 Earlham Dr CRM:...


Created On
2/18/2020 11:43 AM


Date Received
2/18/2020 11:40 AM

Date Sent

Status Reason
Received

Email

From  Jason Ravenscroft

To  Trevor Blok

Cc

Bcc

Subject RE: 4523 Earlham Dr CRM:0210000000387

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

We don't have any records. There may be information in any sewer service agreements that Citizens has. In my experience there is not clear ownership to these old private lines. When they experience problems and they create public health hazards it becomes a real problem because of that. We typically have to cite all homeowners who feed into these shared lines and hope they can work together to solve the issues.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

From: Blok, Trevor A [<mailto:TrBlok@urc.IN.gov>]
Sent: Tuesday, February 18, 2020 11:36 AM
To: Jason Ravenscroft
Subject: RE: 4523 Earlham Dr CRM:0210000000387

Jason,

Thanks for taking my call earlier. I did want to follow up as I realize I neglected to touch on another question I had.

Are there any records of who owns the private lines? I know you had mentioned there is shared ownership here but I am curious as to what

File Name
There are no Attachments to show or move
0 - 0 of 0 (0 selected)

000092

records exist.

Thanks,
Trevor

----- Original Message -----

From: Jason Ravenscroft;
Received: Tue Feb 11 2020 15:22:42 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: 4523 Earlham Dr

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Trevor, good to speak with you on the phone today. I'm writing this email to recap our conversation. My understanding of the issue is that there is a question as to whether the property at 4523 Earlham Dr is connected to a septic system or the sanitary sewer system. There was a sewer extension in this neighborhood under the Septic Tank Elimination program in 2015 or 2016. During that project it was brought to our attention by the neighborhood that most of the homes on the north and south side of Earlhamr Dr and the north and south side of Rutgers Rd were connected to a private sewer line that ran behind the homes to a public sewer on Keystone Ave (CEG Fact Sheet attached). We were also told that all the homes that were connected to the private sewer line still had their septic tanks in use. A typical septic system consists of a septic tank for separation of solids, fats, oils, and grease and a soil absorption field. The effluent that leaves the septic tank goes to a soil absorption field (or finger system for a convention septic system) where the soil's natural biological, chemical and physical properties treats the effluent. Normally, when a home is connected to a sanitary sewer system, the septic tank is abandoned by having the contents pumped and the tank filled in with dirt, sand, or gravel. In fact current code requires the tank to be abandoned (410 IAC 6-8.3-90). For some reason these homes, according to the neighborhood, kept their septic tanks but the effluent was discharging to the private sewer line that then ran to a public sewer line. This would mean the homes would still need to periodically pump their septic tanks, just like they would if the tank were still connected to a soil absorption field. This set up makes verification very challenging. A septic tank is designed to hold the water for 24 hours or longer so a typical dye test would be inconclusive unless someone monitored the nearest manhole for a day or two. The inlet and outlet baffles on the septic tank are not connected directly so a camera run to the tank from the home would not be able to run through the outlet baffle. The only way I can see feasibly verifying where the line from the septic tank at this property goes would be to excavate the line. I've checked our records and can't find any diagrams of the original septic system, but based on the aerial view of the property I can say the above ground pool on this property would almost certainly be where the finger system was (or is). I cannot say definitively, based on our records or knowledge of this property, where the effluent from the tank goes. However, if it is determined that the soil absorption field is still in use, the placement of the above ground swimming

000093

pool would almost certainly be in violation of the separation distances set forth in 410 IAC 6-8.3-57(a) and (c). I hope this helps. Let me know if there is anything else we can do to assist.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

Regarding ✍ 127924

Duration

Attachment #32

Email

RE: [i-Sight] (2019-12-000...


Created On
3/13/2020 3:54 PMDate Received
3/13/2020 3:55 PMDate Sent
3/13/2020 3:55 PMStatus Reason
Sent

Email

From

 Trevor Blok

To

 Rhonda Harper (i-Sight)

Cc

Bcc

Subject

RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

Rhonda,

Could you provide the number of customers hooked up to this system, and the rate at which they are being billed?

Additionally, we would like to request any data you have on neighborhoods with similar septic/sewer hybrid systems.

Thanks,
Trevor

File Name

There are no Attachments to show
or more

0 - 0 of 0 (0 selected)

----- Original Message -----


From: Rhonda Harper (i-Sight);**Received:** Fri Feb 07 2020 16:25:46 GMT-0500 (Eastern Standard Time)**To:** Trevor Blok;**Subject:** [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor the property card is attached. I have also provided a link to the Marion County assessors website.
file:///C:/Users/CRLRLH/Downloads/Parcel_5016394_PRC.pdf

Regarding

 127924

Duration

000096


Attachment #33


Email

RE: [i-Sight] (2019-12-000...

Created On	Date Received	Date Sent	Status Reason
3/17/2020 4:23 PM	3/17/2020 4:24 PM	3/17/2020 4:25 PM	Sent

Email

From  Trevor Blok

To  Rhonda Harper (i-Sight)

Cc

Bcc

Subject RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

Rhonda,

Following up on this one. Let me know if you have any questions or need clarification on anything!

Thanks,
Trevor

File Name
There are no Attachments to show or more
0 - 0 of 0 (0 selected)

----- Original Message -----

From: Trevor Blok;
Received: Fri Mar 13 2020 15:55:34 GMT-0400 (Eastern Daylight Time)
To: Rhonda Harper (i-Sight);
Subject: RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

Rhonda,

Could you provide the number of customers hooked up to this system, and the rate at which they are being billed?

Additionally, we would like to request any data you have on neighborhoods with similar septic/sewer hybrid systems.

Thanks,
Trevor

----- Original Message -----

From: Rhonda Harper (i-Sight);
Received: Fri Feb 07 2020 16:25:46 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

000098

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

Write ABOVE THIS LINE to post a reply

Trevor the property card is attached. I have also provided a link to the Marion County assessors website.file:///C:/Users/CRLRLH/Downloads/Parcel_5016394_PRC.pdf

Regarding  127924

Duration

Attachment #34

Email

RE: [i-Sight] (2019-12-000...


Created On
3/30/2020 1:56 PM


Date Received
3/30/2020 1:56 PM

Date Sent
3/30/2020 1:58 PM

Status Reason
Sent

Email

From  Trevor Blok

To  Rhonda Harper (i-Sight)

Cc

Bcc

Subject RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

Rhonda,

Just checking in here, let me know if you've had the chance to dig up this information.

Thanks,
Trevor

File Name

There are no Attachments to show or more

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Trevor Blok;
Received: Tue Mar 17 2020 16:24:58 GMT-0400 (Eastern Daylight Time)
To: Rhonda Harper (i-Sight);
Subject: RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

Rhonda,

Following up on this one. Let me know if you have any questions or need clarification on anything!

Thanks,
Trevor

----- Original Message -----

From: Trevor Blok;
Received: Fri Mar 13 2020 15:55:34 GMT-0400 (Eastern Daylight Time)
To: Rhonda Harper (i-Sight);
Subject: RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

Rhonda,

Could you provide the number of customers hooked up to this system, and the rate at which

000101

they are being billed?

Additionally, we would like to request any data you have on neighborhoods with similar septic/sewer hybrid systems.

Thanks,
Trevor

----- Original Message -----

From: Rhonda Harper (i-Sight);
Received: Fri Feb 07 2020 16:25:46 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924 CRM:0211000000340

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

Write ABOVE THIS LINE to post a reply

Trevor the property card is attached. I have also provided a link to the Marion County assessors website.
file:///C:/Users/CRLRLH/Downloads/Parcel_5016394_PRC.pdf

Regarding  127924

Duration

Attachment #35

Email

[i-Sight] (2019-12-000867)...

Created On

4/2/2020 3:51 PM

Date Received

4/2/2020 3:51 PM


Date Sent

Status Reason


Received

Email

From

 Rhonda Harper (i-Sight)

To

 Trevor Blok

Cc

Bcc

Subject

[i-Sight] (2019-12-000867) Rhonda Harper - New Case 127924
CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****


Write ABOVE THIS LINE to post a reply

Trevor, see our responses below.

Could you provide the number of customers hooked up to this system, and the rate at which they are being billed? **We do not know the number of customers connected to this private sewer main, This customer was billed at the non-industrial sewer rate.**

Additionally, we would like to request any data you have on neighborhoods with similar septic/sewer hybrid systems. **We cannot tell you how many neighborhoods/customers have this same setup.**

Regarding

 127924

Duration

File Name

There are no Attachments to show or move

0 - 0 of 0 (0 selected)

Attachment #36


Email

RE: [i-Sight] (2019-12-000...


Created On
4/7/2020 10:40 AMDate Received
4/7/2020 10:41 AMDate Sent
4/7/2020 10:41 AMStatus Reason
Sent

Email

From

 Trevor Blok

To

 Rhonda Harper (i-Sight)

Cc

Bcc

Subject

RE: [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

Rhonda,

Are you available to talk about this one later this afternoon? I currently do not have access to a phone but would like to discuss once I am up and running!

Thanks,
Trevor

File Name

There are no Attachments to show
or more

0 - 0 of 0 (0 selected)

----- Original Message -----

From: Rhonda Harper (i-Sight);
Received: Thu Apr 02 2020 15:51:44 GMT-0400 (Eastern Daylight Time)
To: Trevor Blok;
Subject: [i-Sight] (2019-12-000867) Rhonda Harper - New Case
127924 CRM:0211000000340

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Write ABOVE THIS LINE to post a reply

Trevor, see our responses below.

Could you provide the number of customers hooked up to this system, and the rate at which they are being billed? We do not know the number of customers connected to this private sewer main, This customer was billed at the non-industrial sewer rate.

Additionally, we would like to request any data you have on neighborhoods with similar septic/sewer hybrid systems. We cannot tell you how many neighborhoods/customers have this same setup.

Regarding  127924

Duration

000106

Attachment #37

Email

RE: 4523 Earlham Dr CRM:...

Created On
4/16/2020 1:48 PM

Date Received
4/16/2020 1:51 PM

Date Sent
4/16/2020 1:51 PM

Status Reason
Sent

Email

From  Trevor Blok

To  Jason Ravenscroft

Cc

Bcc

Subject RE: 4523 Earlham Dr CRM:0210000000387

Hi Jason,

Thanks for the callback and sorry I missed you!

How extensive are your records on septic tanks in the county? Do your records contain data that indicates whether or not the tanks are connected to an absorption field?

If you have further questions or would prefer to speak on the phone, please let me know! I hope you and your family are staying safe and healthy!

Thanks,
Trevor

----- Original Message -----

From: Jason Ravenscroft;
Received: Tue Feb 18 2020 11:40:51 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: RE: 4523 Earlham Dr CRM:0210000000387

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

We don't have any records. There may be information in any sewer service agreements that Citizens has. In my experience there is not clear ownership to these old private lines. When they experience problems and they create public health hazards it becomes a real problem because of that. We typically have to cite all homeowners who feed into these shared lines and hope they can work together to solve the issues.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program

File Name
There are no Attachments to show or move
0 - 0 of 0 (0 selected)

000108

Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

From: Blok, Trevor A [<mailto:TrBlok@urc.IN.gov>]
Sent: Tuesday, February 18, 2020 11:36 AM
To: Jason Ravenscroft
Subject: RE: 4523 Earlham Dr CRM:0210000000387

Jason,

Thanks for taking my call earlier. I did want to follow up as I realize I neglected to touch on another question I had.

Are there any records of who owns the private lines? I know you had mentioned there is shared ownership here but I am curious as to what records exist.

Thanks,
Trevor

----- Original Message -----

From: Jason Ravenscroft;
Received: Tue Feb 11 2020 15:22:42 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: 4523 Earlham Dr

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Trevor, good to speak with you on the phone today. I'm writing this email to recap our conversation. My understanding of the issue is that there is a question as to whether the property at 4523 Earlham Dr is connected to a septic system or the sanitary sewer system. There was a sewer extension in this neighborhood under the Septic Tank Elimination program in 2015 or 2016. During that project it was brought to our attention by the neighborhood that most of the homes on the north and south side of Earlham Dr and the north and south side of Rutgers Rd were connected to a private sewer line that ran behind the homes to a public sewer on Keystone Ave (CEG Fact Sheet attached). We were also told that all the homes that were connected to the private sewer line still had their septic tanks in use. A typical septic system consists of a septic tank for separation of solids, fats, oils, and grease and a soil absorption field. The effluent that leaves the septic tank goes to a soil absorption field (or finger system for a convention septic system) where the soil's natural biological, chemical and physical properties treats the effluent. Normally, when a home is connected to a sanitary sewer system, the septic tank is abandoned by having the contents pumped and the tank filled in with dirt, sand, or gravel. In fact current code requires the tank to be abandoned (410 IAC 6-8.3-90).

000109

For some reason these homes, according to the neighborhood, kept their septic tanks but the effluent was discharging to the private sewer line that then ran to a public sewer line. This would mean the homes would still need to periodically pump their septic tanks, just like they would if the tank were still connected to a soil absorption field. This set up makes verification very challenging. A septic tank is designed to hold the water for 24 hours or longer so a typical dye test would be inconclusive unless someone monitored the nearest manhole for a day or two. The inlet and outlet baffles on the septic tank are not connected directly so a camera run to the tank from the home would not be able to run through the outlet baffle. The only way I can see feasibly verifying where the line from the septic tank at this property goes would be to excavate the line. I've checked our records and can't find any diagrams of the original septic system, but based on the aerial view of the property I can say the above ground pool on this property would almost certainly be where the finger system was (or is). I cannot say definitively, based on our records or knowledge of this property, where the effluent from the tank goes. However, if it is determined that the soil absorption field is still in use, the placement of the above ground swimming pool would almost certainly be in violation of the separation distances set forth in 410 IAC 6-8.3-57(a) and (c). I hope this helps. Let me know if there is anything else we can do to assist.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

Regarding  127924

Duration

000110

Attachment #38

Email

RE: [EXTERNAL] RE: 4523 E...

Created On
4/16/2020 3:36 PM

Date Received
4/16/2020 3:32 PM

Date Sent

Status Reason
Received

Email

From  Jason Ravenscroft

To  Trevor Blok

Cc

Bcc

Subject RE: [EXTERNAL] RE: 4523 Earham Dr CRM:0210000000387

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Our records are spotty. If we have a record on a septic system it would be the record from when that system was installed, but in this case would reflect any changes that had been made after that. I searched though and we don't have a septic record for that property. Original records are often hard to find because the property may have been a lot# originally instead of the true address.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

From: Blok, Trevor A [<mailto:TrBlok@urc.IN.gov>]
Sent: Thursday, April 16, 2020 1:51 PM
To: Jason Ravenscroft
Subject: [EXTERNAL] RE: 4523 Earham Dr CRM:0210000000387

Hi Jason,

Thanks for the callback and sorry I missed you!

How extensive are your records on septic tanks in the county? Do your records contain data that indicates whether or not the tanks are connected to an absorption field?

File Name

There are no Attachments to show or move

0 - 0 of 0 (0 selected)

000112

If you have further questions or would prefer to speak on the phone, please let me know! I hope you and your family are staying safe and healthy!

Thanks,
Trevor

----- Original Message -----

From: Jason Ravenscroft;
Received: Tue Feb 18 2020 11:40:51 GMT-0500 (Eastern Standard Time)
To: Trevor Blok;
Subject: RE: 4523 Earlham Dr CRM:0210000000387

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

We don't have any records. There may be information in any sewer service agreements that Citizens has. In my experience there is not clear ownership to these old private lines. When they experience problems and they create public health hazards it becomes a real problem because of that. We typically have to cite all homeowners who feed into these shared lines and hope they can work together to solve the issues.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr
Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

From: Blok, Trevor A [<mailto:TrBlok@urc.IN.gov>]
Sent: Tuesday, February 18, 2020 11:36 AM
To: Jason Ravenscroft
Subject: RE: 4523 Earlham Dr CRM:0210000000387

Jason,

Thanks for taking my call earlier. I did want to follow up as I realize I neglected to touch on another question I had.

Are there any records of who owns the private lines? I know you had mentioned there is shared ownership here but I am curious as to what records exist.

Thanks,
Trevor

----- Original Message -----

From: Jason Ravenscroft;

000113

Received: Tue Feb 11 2020 15:22:42 GMT-0500 (Eastern Standard Time)

To: Trevor Blok;

Subject: 4523 Earlham Dr

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Trevor, good to speak with you on the phone today. I'm writing this email to recap our conversation. My understanding of the issue is that there is a question as to whether the property at 4523 Earlham Dr is connected to a septic system or the sanitary sewer system. There was a sewer extension in this neighborhood under the Septic Tank Elimination program in 2015 or 2016. During that project it was brought to our attention by the neighborhood that most of the homes on the north and south side of Earlham Dr and the north and south side of Rutgers Rd were connected to a private sewer line that ran behind the homes to a public sewer on Keystone Ave (CEG Fact Sheet attached). We were also told that all the homes that were connected to the private sewer line still had their septic tanks in use. A typical septic system consists of a septic tank for separation of solids, fats, oils, and grease and a soil absorption field. The effluent that leaves the septic tank goes to a soil absorption field (or finger system for a convention septic system) where the soil's natural biological, chemical and physical properties treats the effluent. Normally, when a home is connected to a sanitary sewer system, the septic tank is abandoned by having the contents pumped and the tank filled in with dirt, sand, or gravel. In fact current code requires the tank to be abandoned (410 IAC 6-8.3-90). For some reason these homes, according to the neighborhood, kept their septic tanks but the effluent was discharging to the private sewer line that then ran to a public sewer line. This would mean the homes would still need to periodically pump their septic tanks, just like they would if the tank were still connected to a soil absorption field. This set up makes verification very challenging. A septic tank is designed to hold the water for 24 hours or longer so a typical dye test would be inconclusive unless someone monitored the nearest manhole for a day or two. The inlet and outlet baffles on the septic tank are not connected directly so a camera run to the tank from the home would not be able to run through the outlet baffle. The only way I can see feasibly verifying where the line from the septic tank at this property goes would be to excavate the line. I've checked our records and can't find any diagrams of the original septic system, but based on the aerial view of the property I can say the above ground pool on this property would almost certainly be where the finger system was (or is). I cannot say definitively, based on our records or knowledge of this property, where the effluent from the tank goes. However, if it is determined that the soil absorption field is still in use, the placement of the above ground swimming pool would almost certainly be in violation of the separation distances set forth in 410 IAC 6-8.3-57(a) and (c). I hope this helps. Let me know if there is anything else we can do to assist.

Jason Ravenscroft, MPH, REHS, CPO
Supervisor Pools, Septics, & Wells Program
Marion County Public Health Department
3901 Meadows Dr


000114

Indianapolis, IN 46205
317-221-2277
jravensc@marionhealth.org

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

This E-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the E-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this E-mail is strictly prohibited. If you have received this E-mail transmission in error, please reply to the sender so arrangements can be made for proper delivery, and then delete the message from your system.

Regarding

 127924

Duration

Attachment #39


Email**Case 127924 has been clos...**

Created On
5/1/2020 3:02 PM

Date Received
5/1/2020 3:10 PM

Date Sent
5/1/2020 3:10 PM

Status Reason
Sent

Email**From** Trevor Blok**To** Rhonda Harper**Cc****Bcc****Subject**

Case 127924 has been closed CRM:0210000000493

Rhonda,


Resolution to customer: Called and left voicemail for customer informing them that due to the complexity of the complaint, this case has been referred to the full commission.

Complaint closed as Referral W/O Decision to IURC

Thanks,

Trevor Blok
Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 E
Indianapolis, IN 46204

TrBlok@urc.IN.gov

Regarding 127924**Duration****File Name**

There are no Attachments to show
or manage

0 - 0 of 0 (0 selected)

Attachment #40

From: [McMillin, Kenya](#)
To: [Helene, Beth E.](#)
Cc: [Coahran, Lisa](#)
Subject: RE: Referral of Consumer Affairs Division Complaint 127924
Date: Friday, May 15, 2020 11:00:42 AM

From: McMillin, Kenya
Sent: Friday, May 01, 2020 2:18 PM
To: #URC General Counsel <GeneralCounsel@urc.IN.gov>
Cc: Hadley, Ryan E <RHadley@urc.IN.gov>
Subject: Referral of Consumer Affairs Division Complaint 127924

Beth,

CAD received a complaint from Gretchen Ridener disputing the connection to the sewer and charges from CWA Authority, Inc. (CWA) because there is a septic system installed at the property. CWA is unable to test and conclusively prove the sewer connection. However, based on historical records it is believed that the customer's property is connected to a pre-existing private sewer system that is connected to CWA's sewer. It appears the private line has been abandoned and no one owns the line. It is estimated that over 100+ CWA customers' facilities are set up this way and the facilities are unstable. In addition to the unstable connection, there is a question of whether this customer and others are being billed the correct rate. Due to the complexity of the issues, the case is being referred to the Commission without a determination pursuant to IAC 16-1-5(e).

Thanks,

Kenya McMillin
Director, Consumer Affairs
Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 E
Indianapolis, IN 46204
317-234-0572
kmcmillin@urc.in.gov