## Timberline Four Seasons Utilities

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**Business Office: 304-866-4801** Service Office: 304-866-3355

6/11/2010

Sandra Squire

Public Service commission of West Virginia

201 Brooks Street

Charleston, WV 25323



Reference Case: 10-0630-W-C

PSC Staff,

In 2007, Timberline Four Seasons Utilities, Inc. responded to a complaint Case No. 07-0227 Jeff Breunig v. Timberline Four Seasons Utilities, Inc. The order issued by West Virginia PSC was as follows:

"It is the Staff technical analyst's opinion that this line was not installed properly and needs to be re-installed at a depth below the frost line --- a minimum of forty-two (42) inches, but preferably deeper due to the elevation and extreme temperatures. Timberline has agreed to replace the lines this Spring to ensure the problem is corrected, per a response received from Timberline on April 10, 2007. According to Timberline's maintenance personnel, they intend to install the line down five (5) feet deep. Staff is in agreement with this resolution."

Timberline installed this line to a depth of five feet during the Spring of 2007. This was done from lot 28 Mountain Side to Lot 34 Mountain Side and this was in fact the area that froze during the Winter of 2007. During the Winter of 2010, this section of line did not freeze.

In May of this year Mr. Jim Weimer did an inspection of the problem areas and submitted a memorandum on May 28<sup>th</sup>, 2010. Timberline plans to implement Mr. Weimer's recommendations before this coming Winter season.

Sincerely,

Tom Blanzy

General Manager

Copy: Dave Smigal