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COMMONWEALTH OF KENTUCKY

OCT 15 2010

BEFORE THE PUBLIC SERVICE COMMISSION PUBLIC SERVICE COMMISSION

In the matter of:

Wanda Sue Castle
(Your Full Name)

COMPLAINANT

) Service in the name of
) Sue Castle

VS.

Ky-American Water
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Wanda Sue Castle respectfully shows:
(Your Full Name)

(a) Wanda Sue Castle
(Your Full Name)

3761 Belleau Wood Dr., Lexington, Ky 40517
(Your Address)

(b) Ky-American Water
(Name of Utility)

PO Box 578, Alton, IL 62002
(Address of Utility)

(c) That: Several times over the course of probably a
(Describe here, attaching additional sheets if necessary,

year, I have contacted Ky-American Water concerning
the specific act, fully and clearly, or facts that are the reason

the amounts of my water bills. #1 - I am gone
and basis for the complaint.)

away from my home over 12 hours per day with
my job and my off days, I am away visiting my

Formal Complaint

Wanda Sue Castle vs. Ky-American Water

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parents. I am a single person & the only one living at
my residence. I take 1 shower per day & wash 2
small loads of laundry per week. I don't plant
flowers, therefore I do not water anything like that. I
use minimal amounts of water. (1 shower per day, 2 small loads
of laundry per week & water for cooking when I am here which
is not very much.). (Continued on attached page)

Wherefore, complainant asks that I be credited back
(Specifically state the relief desired.)

for my higher bills & that my bills should
be for an amount of someone who is hardly
ever at home, and not amounts for a
family household.

Dated at Lexington, Kentucky, this 14th day
(Your City)

of October, 192010
(Month)

Wanda Sue Castle
(Your Signature)

(Name and address of attorney, if any)

It seems that after I call & complain, my bill is usually a little lower the next month or sometimes the same, then after that, they start getting higher again. Once when I was speaking with them on the phone, I told them that the more I'm not at home, the higher my bills get. And, I have done the dye testing & I have no leaks. My parents' bills are always approximately the same as mine or lower. There are 3 people in their household & she washes clothes every day.

I just find it hard to believe that 1 person living in a household & is gone most of the time, keeps getting bills that continually go up. The bill I paid in Sept. was \$39.05, the bill I just received that is due Oct. 18 is \$46.38. My bills should not even be \$39. I really find it hard to believe that my meter is being read.

Final note - I know they have had an increase in their billing in the past, but even with that, my bill should not keep increasing & especially not get to the amount of my last bill mentioned above for someone who's hardly ever at home.

Thank You,
Wanda Sue Castle

Before the Public Service Commission

(Insert name of complainant))
Complainant)
vs.) No. _____
(Insert name of each defendant)) (To be inserted by
Defendant) the secretary)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 19 _____.

(Name of each complainant)

(Name and address of attorney,
if any)