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David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

Linda Breathitt  
Commissioner

May 6, 2014

## PARTIES OF RECORD

Re: Case No. 2014-00141  
Kurt and Layne Netherton v. Kentucky-American Water Company

The attached electronic mail has been filed in the record of the above-referenced case. Any comments regarding the content should be submitted to the Commission within five days of receipt of this letter. Any questions regarding the electronic mail should be directed to Nancy Vinsel, Staff Attorney, at (502) 782-2582.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen  
Executive Director

NJV/kar

Attachment

## Vinsel, Nancy (PSC)

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**From:** Ayer, Pam (PSC)  
**Sent:** Monday, May 05, 2014 12:03 PM  
**To:** Vinsel, Nancy (PSC)  
**Subject:** FW: Complaint No. 2014-00141 Netherton v/s KAWC

Nancy -

Here's a follow up email from Layne Netherton.

Pam Ayer  
Executive Office

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Frankfort, KY 40601  
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-----Original Message-----

From: Layne Netherton [<mailto:layniemia@yahoo.com>]  
Sent: Monday, May 05, 2014 12:02 PM  
To: Ayer, Pam (PSC)  
Cc: [k.netherton@insightbb.com](mailto:k.netherton@insightbb.com)  
Subject: Complaint No. 2014-00141 Netherton v/s KAWC

Hello Pam,

I called today because I received KAWC's response to my complaint. I would like to find out the following:

1. What is the next step in the process to request a hearing? Is there an application that needs to be filed?
2. Do I need to prepare a response to the KAWC's response and if so, within what time frame?
3. KAWC's response mentions the lack of "material allegations", as described per 807 KAR 5:001, section 20(6)(a) in regards to the complaint we filed.

I cannot find a definition of "material allegations" in that KAR. It references the term but does not define what constitutes "material allegations". Please clarify

4. I also want to know the procedure for requesting an order be issued by the PSC for KAWC to provide the following information as ordered in Case No. 96-368 Marcinek v/s KAWC:

- a. description of all work done on unit 90537102 from 11/5/13-3/7/14 and to provide the results of that work
- b. provide all findings in the investigation by KAWC regarding the unit in question for the time period 11/5/13-3/7/14
- c. provide the current location of unit 90537102

d. provide explanation regarding why the unit was not returned to our property after it was deemed to be working properly

e. provide explanation of process for reading the meter to determine the usage. Was the same process and equipment used each time? Provide details

regarding the specific equipment used to read the meter each time

f. provide names or employee no. for all employees that read and reread the meter on our property between 11/5/13-1/7/14 and how long those

employees have been employed by KAWC

g. provide a list of all complaints or "rereads" related to the Neptune 5/8 x 3/4 cubic feet meters,

h. provide a list of all complaints or "rereads" related to the employees that read and/or reread our meter from 11/5/13-1/7/14

i. provide specific information regarding what type of meter is currently in place on our property

j. provide information regarding the age of the meter with serial no. 90537102 and the average "life span" for these meters

I appreciate your assistance with this matter and look forward to hearing back from you. E-mail response is best, as I'll be unavailable via phone for most of this week.

Regards,

Layne Netherton

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