

Attention: Nancy Vinsel

Public Services Commission
PO Box 615
Frankfort, KY 40602

RECEIVED
JUN 13 2014
PUBLIC SERVICE
COMMISSION

Case # 2014-00196

To Whom It May Concern:

I have previously filed a formal complaint concerning water usage through my service for Kentucky American Water with the above mentioned case number. I have modified my statement upon your request in order to convey the message in a clearer manner, so that the situation may remedy within a quicker time frame.

In April 2014, I received a statement in the mail as a make-up bill in the amount of \$411.09. Kentucky American Water has stated that the water meter was broken and the amount has been estimated based on the length of time assumed the meter has been broken.

I would like to challenge the amount that Kentucky American Water has calculated and how it was calculated.

I provided for you my May 2014 Statement through the original formal complaint attachment a few weeks ago. In the bottom left hand corner of the bill is the "Billed Use Graph (100 gallons)." When reviewing this summary, the graph shows water usage amounts for May 2013, June 2013, August 2013, October 2013, and continual up until notification.

If I had not paid my bills, Kentucky American Water would have cut off the water. There were a few times in which I paid slightly more than the amount; this was so that the following month, I would not owe anything. Although I have not provided the cancelled checks to you yet, I would be more than happy to contact my bank and provide you with copies of cancelled checks showing that Kentucky American Water has been paid each month.

If water service charges and/or water usage did not occur, I would claim that this back bill to be correct. Since I paid monthly approximately \$10 to \$15 on average, I do not believe that this is correct.

Due to being a tenant, I was under the assumption that Kentucky American Water had notified my landlord without my knowledge. There has been no response on this issue either. I paid the minimum amount to set up and solidify a monthly payment plan to resolve this issue. The reason is because I had not yet pulled together what I needed to show you to prove my case. If I did use any water additional water that I am not currently aware of, I should be responsible for it and I should be the one to pay for it. But I do not believe after looking through these documents that is correct whatsoever.

Last but not least, I would also like to challenge if the water meter is truly fixed or not now.

Kentucky American Water claimed when I spoke to them on April 21, 2014 it was fixed and this was the back bill. I did not originally receive a bill in the mail for May 2014. When I did not receive this statement, I went down there directly in person. I paid \$50 to up-pay my bills through them. I then received a statement later that week, which I have provided for you (May 2014 Statement).

This is when I realized that I was correct that I had not been billed for a water service charge, but that I had also been billed monthly for water usage as well. This is not what they said over the phone. The two contradict each other and that is clearly what the issue is. This covers both of the issues that I am challenging. This is in regards to the bar graphs continually discussed.

On the June 2014 Statement that I am providing a copy to you enclosed for your review, there is no water usage amounts on the bar graph for either April 2014 or May 2014. As stated in their original letter, they had this problem fixed.

I have spoken to Kentucky American Water about these issues numerous times without results to this point in time. I appreciate your handling of this matter. Thank you for the possible help. I look forward to speaking with you soon.

Sincerely,
Mary Geisler Domigan

(859) 494-4540

(859) 536-9719

mgdomigan.pe@hotmail.com



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

For Service To: 3318 WOOD VALLEY CT A

Check this box for address changes and note new address on back.

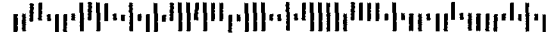


MARY DOMIGAN
3318 WOOD VALLEY CT
LEXINGTON, KY 40502-3518

0001012210008155268000000000000000476019

Account Number	1012-210008155268
Due Date	June 19, 2014
Total Due	\$4.76
If Paid After Due Date	\$9.23 after 6/19/14

Amount Enclosed \$



KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

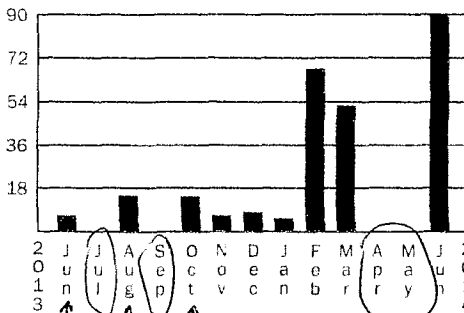
- Billing date: June 3, 2014
- Due Date: **June 19, 2014**
- Billing period: May 01 to Jun 02 (33 Days)
- Next reading on or about: Jun 30, 2014
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	H013290630
Size of meter	5/8"
Current Read	28 (Actual)
Previous Read	16 (Estimated)
Total water used this billing period	12 units (8,976 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 89.76 CGL
- Same billing period 2013: 6.54 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 3318 WOOD VALLEY CT A
For Account 1012-210008155268

Prior Balance	
• Balance from last bill	-84.63
Balance Forward	-84.63
Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.53004000 x 89.76)	47.58
• Total Water Service Related Charges	60.07
Other Charges	
• KRA Withdrawal Fee (\$0.01800000 x 89.76)	1.62
• Installment Plan	24.00
• Total Other Charges	25.62
Taxes	
• Franchise Taxes	1.85
• School District Tax	1.85
• Total Taxes	3.70

TOTAL CURRENT CHARGES 89.39

TOTAL AMOUNT DUE \$4.76

- Pay your bill online: www.water.paymybill.com
- Pay by phone: 24-hours a day, every day at 1-866-271-5522
- Pay in person: Residential customers may obtain a listing of payment locations by visiting www.amwater.com/myh2o
- Pay by mail: Remit your payment to the address shown above

Important messages from Kentucky American Water

• In 2013, Kentucky American Water detected 15 contaminants in the drinking water in the Ford Hampton / Boonesboro area and 16 contaminants in the Lexington area; only one of the contaminants detected was above the EPA accepted level for drinking water and it was in our Lexington area. To view your 2013 annual water quality report and learn more about your drinking water, customers in the Ford Hampton / Boonesboro area should go to www.amwater.com/ccr/fordhampton.pdf and all other customers should go to www.amwater.com/ccr/lexington.pdf These reports contain important information about the source and quality of your drinking water, so we encourage you to review them. To speak with someone about your water quality report, please call 800-678-6301. If you would like a paper copy of your 2013 Annual Water Quality Report mailed to your home, please call 800-678-6301.

Questions about this bill? Call our 24-Hour Customer Service Center: **1-800-678-6301**

www.kentuckyamwater.com