

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ROSALIND COLE	)	
	)	
COMPLAINANT	)	
V.	)	CASE NO.
	)	2011-00219
KENTUCKY-AMERICAN WATER COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

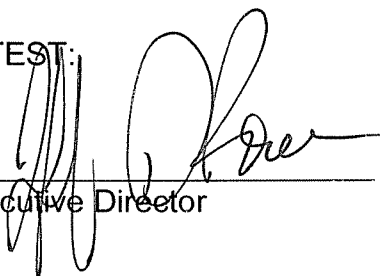
Kentucky-American Water Company ("Kentucky-American") is hereby notified that it has been named as defendant in a formal complaint filed on June 24, 2011, a copy of which is attached hereto.

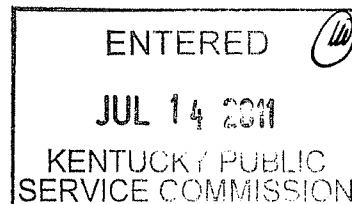
Pursuant to 807 KAR 5:001, Section 12, Kentucky-American is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ATTEST:

  
\_\_\_\_\_  
Executive Director



FORMAL COMPLAINT FORM

Ms. Rosalind Cole  
VS  
Kentucky American Water Works

RECEIVED

JUN 24 2011

PUBLIC SERVICE  
COMMISSION

(a) Ms. Rosalind Cole  
3177 Russell Cave Road  
Lexington, Kentucky 40509  
Property Address

Ms. Rosalind Cole  
100 E. 50<sup>th</sup> Street  
New York, New York 10022-6848  
Mailing Address

(b) Kentucky American Water Works  
2300 Richmond Road  
Lexington, Kentucky 40502

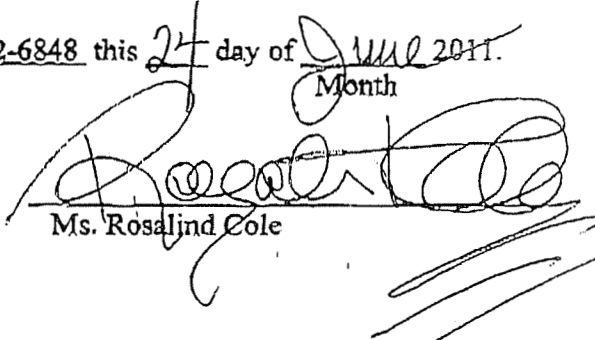
(c) I own a little farm in Lexington, Kentucky on which I have horses and it is imperative that I have water for the horses. I have had problems with leaks and farm people recently leaving water running resulting in high water bills. I have the necessary cut-off valves in place which must be operated manually by the farm people. I am currently experiencing much financial difficulty due to unusual extenuating circumstances leaving me to rely on my social security and borrowings. I have been a good customer of Kentucky American for more than 30 years. Currently I have been making monthly payments to Kentucky American Water. Last month the water bill was extraordinarily high, \$2700.00, and I was told that if I didn't pay \$1346.18 on June 3, 2011 they would shut off the water. I couldn't let that happen because the horses had to have water. I went to all extremes to get \$1346.18 together and paid it although I was surprised that under the circumstances Kentucky American Water wasn't more caring. Now I have received a disconnect notice saying that another \$1357 has to be paid by June 28, 2011 or they will turn off the water. I would never ever have agreed to that since large sums of money like that are impossible for me to handle right now and I would have hoped given the tenuous situation that Kentucky American Water would have given some consideration for the plight. They refused to take any less of a payment than \$1346.00 and if horses don't have water the animal control people come and take them as it's considered cruelty to animals when water is not available. This is inhumane. This is an emergency situation.

WHEREFORE, complaint asks:

I am requesting a reasonable payment arrangement over a longer period of time. The most I can pay Kentucky American per month is \$500.00 including the current month's bill and even that is hard for me to do but these horses are very important to me. They were born on the farm, I grew them up from when they were babies and some of them are in their 20's now. This month's bill is only \$183.00 (which represents the true use of water on the farm as against the previous bill which was an aberration.) Thank you..

Dated at New York City, New York 10022-6848 this 24 day of June 2011.  
Month

RECEIVED  
JUN 28 2011  
GENERAL COUNSEL

  
Ms. Rosalind Cole

Rosalind Cole  
100 E. 50th Street  
New York, NEW YORK 10022-6848

Nick O Rowe  
President  
Kentucky-American Water Company aka Kentucky  
2300 Richmond Road  
Lexington, KY 40502