

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SARA E. WOLFORD)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2011-00413
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

On October 6, 2011, Ms. Sarah E. Wolford (the "Complainant") filed a formal complaint in the case against Kentucky-American Water Company (the "Defendant"), alleging that her water bill for the period of August 2, 2011 to August 30, 2011 "was excessively high."¹ On October 21, 2011, the Commission entered an Order for Kentucky-American Water Company to satisfy the matter complained of or file a written answer to the complaint. On November 4, 2011, the Defendant filed its Answer and Motion to Dismiss. The Defendant asked the Commission to dismiss the complaint and lift the stay on disconnection.

On January 13, 2012, Commission staff retrieved the Complainant's water meter from the Defendant's offices. Staff tested the meter on January 30, 2012 at the Commission's Meter Standard's Laboratories in Frankfort, Kentucky. Tests indicated the meter was within accuracy guidelines as established by Commission regulations.

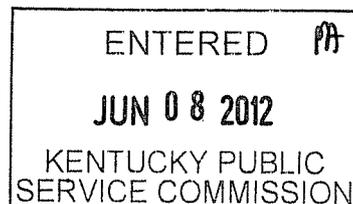
¹ Formal Complaint, pg. 3.

On April 9, 2012, the Commission entered an Order requiring the Complainant, within 20 days of the date of the Order, to inform the Commission in writing whether the Complainant (1) wishes to withdraw the Complaint; (2) wishes to have this matter submitted for decision based upon the existing record; or (3) request a hearing in this matter. On April 30, 2012, the Commission received from Complainant a written request for a hearing. On May 29, 2012, the Commission, by Order, scheduled a formal hearing for June 5, 2012. On June 4, 2012, Complainant filed with the Commission a motion to dismiss her complaint on the grounds that she and Defendant had resolved the matter.

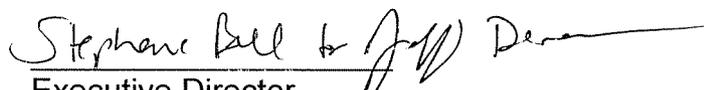
The Commission finds that the Complainant has presented sufficient grounds to grant her motion. IT IS THEREFORE ORDERED THAT:

1. Complainant's Motion to Dismiss is granted.
2. The June 5, 2012 hearing scheduled in this matter is cancelled.
3. This case is dismissed with prejudice and removed from the Commission's docket.

By the Commission



ATTEST:


Executive Director

Case No. 2011-00413

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