

Ken Crain

4780 Woodshire Drive, Terre Haute, IN 47803-2038

Phone: [REDACTED]

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SEP 1 2016

PUBLIC SERVICE
COMMISSION

Saturday, 27 August 2016

Reply to Kentucky Public Service Commission Order for Case 2016-0288 Dated August 22, 2016 (5 pages total)

1) I have received three bills in 2016. I have included a copy of the three bills. I received a statement on Aug 27, Wed and requested payment by Fifth Third Bank (53), on that date, which they guaranteed that it would be paid by Aug 5, Fri. However, it cleared my checking account on Aug 9, Tues. That means if Edmonson Co water got the check on Aug 5, Fri, it took 3 days (over a weekend) for it to get posted to my account. Edmonson Co water says the latest bill was received by them Aug 8, Mon. Most of the time I request my bill payment on the date I receive it. But it can happen that I request the bill payment on days after I receive it. However, this is usually not a problem because everyone else does not require payment 14 days from the date the invoice is mailed.

2) I have enclosed a copy of my payment history

3) I enter payments through Quicken. My Quicken software sends a request to 53 and they issue a check and mail it to Edmonson County Water (not an electronic transfer). When I request a payment, Quicken notes the earliest day the payment can get to the Vendor (based on information provided by 53). This payment date is usually 8 days from the entry date (if it is a 53 mailed check). 53 guarantees that the payment will get to the vendor by the suggested date. Edmonson Co. Water never posts my payment on 53's guaranteed delivery date (most utilities/vendors post the payment on the date they receive it). I do not know if the vendor gets a check until it clears my account. This is denoted in my Quicken software as a cleared date.

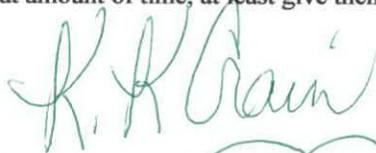
4) My Late fee penalty is ~\$1.39, but I think they should refund all the customers late fee as this could be happening to other customers. I have been charged late fees for the same reason on previous years but I am not going through all that. They are not posting the payment on the date they receive it! I want to get this resolved. Also, this is more than a late fee problem. Not paying your bill on time impacts your credit score which impacts your credit. To me that is very important.

5) On page One, Line six, It is referenced that I said it takes up to 4 business days for the bank to process and send a payment to the payee. This is NOT correct. It could take 7 to 10 business days and the bank will not commit to a date until you enter a payment into the system. The payment request will include all the information they think they need to determine how long the payment will take. Please note I have NO control over this time period. I either agree to the time period or I do it another way. Please note there are major problems with choosing other ways.

6) I am requesting that customers are allowed the same amount of time to pay their bill as Edmonson Co. Water has to pay their bills. Does Edmonson Co. Water have 14 days from the date the invoice is mailed, to pay? If you do not allow customers that amount of time, at least give them a "reasonable amount of time".

Sincerely,

Ken K. Crain



Attachments: 3-Edmonson Co Water Bills (3 pages), Payment History (1 page)

No Address Noted By KY PSC ON WHERE TO MAIL REPLY

EDMONSON WATER
PO BOX 480
BROWNSVILLE KY 42210

FIRST CLASS MAIL
U.S. POSTAGE PAID
BROWNSVILLE KY
10
PERMIT NO.

ACCOUNT
SERVICE AT
DATES

██████████ 06/28/16
928 NOLIN LAKE EST LOT #
05/24/16 THRU 06/17/16

Presorted First-Class

SVC.	PREVIOUS	CURRENT	USAGE	CODE		
WG	34600	35300	700		BILL DATE	06/28/16
WATER			13.00		NET BILL	13.39
WUTILTAX			.39			
					GROSS BILL	14.69
					DUE AFTER	07/13/16



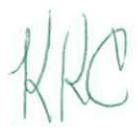
DUE DATE APPLIES TO CURRENT
BALANCE ONLY. PAY YOUR BILL
ONLINE @ ECWDWATER.COM

RETURN SERVICE REQUESTED

GROSS DUE AFTER 14.69 07/13/16

NET DUE NOW 13.39

KEN CRAIN
4780 WOODSHIRE DR
TERRE HAUTE IN 47803-2038



EDMONSON WATER
PO BOX 480
BROWNSVILLE KY 42210

BROWNSVILLE KY
FIRST CLASS MAIL
U.S. POSTAGE PAID
Presorted First-Class
PERMIT NO.

██████████
928 NOLIN LAKE EST LOT #
07/18/16

ACCOUNT
SERVICE AT
DATES

SVC.	PREVIOUS	CURRENT	USAGE	CODE
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07/18/16

YOUR ACCOUNT IS NOW DELINQUENT
NOTICE DATE: 07/18/16

BILL DATE
NET BILL

14.69

CUTOFF DATE: 07/28/16

GROSS BILL
DUE AFTER
CUTOFF DATE: 07/28/16

IF PAYMENT HAS BEEN MADE, PLEASE
DISREGARD NOTICE. IF NOT PAID BY
JULY 28, 2016 SERVICE WILL BE
DISCONNECTED.

RETURN S ██████████ REQUESTED

GROSS
DUE
AFTER

14.69

NET
DUE
NOW

14.69

KEN CRAIN
4780 WOODSHIRE DR
TERRE HAUTE IN 47803-2038

KRC

RCVD 7/25 MON



EDMONSON WATER
PO BOX 480
BROWNSVILLE KY 42210

FIRST CLASS MAIL
U.S. POSTAGE PAID
BROWNSVILLE KY
10
PERMIT NO.

ACCOUNT
SERVICE AT
DATES

██████████ 07/22/16
928 NOLIN LAKE EST LOT #
06/17/16 THRU 07/18/16

Presorted First-Class

SVC.	PREVIOUS	CURRENT	USAGE	CODE
WG	35300	37700	2400	
WATER			17.41	
WUTILTAX			.52	
PREVIOUS BALANCE			1.30	

BILL DATE	07/22/16
NET BILL	19.23
GROSS BILL	20.97
DUE AFTER	08/13/16

Pay

DUE DATE APPLIES TO CURRENT
BALANCE ONLY. PAY YOUR BILL
ONLINE @ ECWDWATER.COM

RETURN SERVICE REQUESTED

GROSS DUE AFTER 20.97 08/13/16

NET DUE NOW

19.23

██████████
KEN CRAIN
4780 WOODSHIRE DR
TERRE HAUTE IN 47803-2038

KRC



U/B HISTORY REPORT

ACCOUNT	NAME		WATER WUTILTAX	SEWER WSALETAX	MISC SUTILTAX	OFF/ON SSALETAX	REPAIRS CR FEE	RTRN CK SP REQUE	TRANSACTION TOTAL	ACCOUNT BALANCE

	KEN CRAIN	928	NOLIN LAKE EST LOT			120				
	08/24/2015	BIL	13.00	0.00	0.00	0.00	0.00	0.00		
	LORI		0.39	0.00	0.00	0.00	0.00	0.00	13.39	13.39
	USAGE:	4 A								
	09/14/2015	PAY	13.00	0.00	0.00	0.00	0.00	0.00		
	CASARA	2 1059	0.39	0.00	0.00	0.00	0.00	0.00	13.39	0.00
	09/24/2015	BIL	13.00	0.00	0.00	0.00	0.00	0.00		
	LORI		0.39	0.00	0.00	0.00	0.00	0.00	13.39	13.39
	USAGE:	14 A								
	10/09/2015	PAY	13.00	0.00	0.00	0.00	0.00	0.00		
	DORA	2 3473	0.39	0.00	0.00	0.00	0.00	0.00	13.39	0.00
	10/26/2015	BIL	13.00	0.00	0.00	0.00	0.00	0.00		
	LORI		0.39	0.00	0.00	0.00	0.00	0.00	13.39	13.39
	USAGE:	0 A								
	11/09/2015	PAY	13.00	0.00	0.00	0.00	0.00	0.00		
	DORA	2 3526	0.39	0.00	0.00	0.00	0.00	0.00	13.39	0.00
	11/23/2015	BIL	13.00	0.00	0.00	0.00	0.00	0.00		
	LORI		0.39	0.00	0.00	0.00	0.00	0.00	13.39	13.39
	USAGE:	2 A								
	12/07/2015	PAY	13.00	0.00	0.00	0.00	0.00	0.00		
	CASARA	2 3567	0.39	0.00	0.00	0.00	0.00	0.00	13.39	0.00
	12/08/2015	PAY	24.79	0.00	0.00	0.00	0.00	0.00		
	DORA	2 1109	0.39	0.00	0.00	0.00	0.00	0.00	25.18	25.18-
	12/22/2015	FIN	6.50	0.00	0.00	0.00	0.00	0.00		
	LORI		0.20	0.00	0.00	0.00	0.00	0.00	6.70	18.48-
	USAGE:	2 A								
	01/08/2016	ADJ	18.29	0.00	0.00	0.00	0.00	0.00		
	LORI	CR	0.19	0.00	0.00	0.00	0.00	0.00	18.48	0.00
	06/28/2016	BIL	13.00	0.00	0.00	0.00	0.00	0.00		
	GRETCH		0.39	0.00	0.00	0.00	0.00	0.00	13.39	13.39
	USAGE:	7 A								
	07/14/2016	PEN	1.30	0.00	0.00	0.00	0.00	0.00		
	LORI		0.00	0.00	0.00	0.00	0.00	0.00	1.30	14.69
	07/19/2016	PAY	13.00	0.00	0.00	0.00	0.00	0.00		
	DORA	2 1221	0.39	0.00	0.00	0.00	0.00	0.00	13.39	1.30
	07/22/2016	BIL	17.41	0.00	0.00	0.00	0.00	0.00		
	LORI		0.52	0.00	0.00	0.00	0.00	0.00	17.93	19.23
	USAGE:	24 A								
	08/08/2016	PAY	18.71	0.00	0.00	0.00	0.00	0.00		
	TIFFAN	2 3993	0.52	0.00	0.00	0.00	0.00	0.00	19.23	0.00

Account Range: [redacted] = 08/23/2015 To 08/23/2016

* End of Report: Edmonson Co. Water District *

KRC

Crain
4730 Woodshire Dr.
Terre Haute, IN 47803-2038