

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GERALD T. KEMPER	)	
	)	
COMPLAINANT	)	CASE NO.
	)	2017-00450
V.	)	
	)	
KENTUCKY AMERICAN WATER COMPANY	)	
	)	
DEFENDANT	)	

ORDER

Kentucky American Water Company (“KAWC”) is hereby notified that it has been named as defendant in a formal complaint (“Complaint”) filed on November 30, 2017, a copy of which is attached hereto. The Complaint, filed by Gerald T. Kemper, discusses the closing of the KAWC Office in Owenton, Kentucky. Mr. Kemper alleges that there is an oral agreement between the city of Owenton and KAWC that allows Owenton to collect utility bills for KAWC for a fee of two dollars per month per bill. Mr. Kemper does not cite in his complaint any statutes or regulations that he claims are being violated, nor does he point to any provisions of the KAWC tariff that are not being followed. Nor does Mr. Kemper ask for any specific relief in his complaint.

Based on a review of the Complaint and being otherwise sufficiently advised, the Commission finds that there is insufficient information to determine whether Mr. Kemper has presented a *prima facie* case. The Commission finds that, in order to assist the Commission in determining whether the Complaint should move forward, Mr. Kemper

should file a more detailed and definitive pleading, including any statutes, regulations or tariff provisions which are not being followed and any specific relief he is requesting. Upon Mr. Kemper's filing of this supplemental pleading, the Commission will determine the next action.

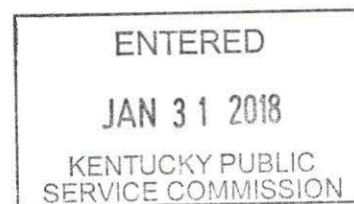
Based on the foregoing, IT IS HEREBY ORDERED that:

1. Within ten days of the date of service of this Order, Mr. Kemper shall file a more detailed and definitive pleading citing to any statutes, regulations, or tariff provisions he believes are being violated, and any specific relief he is requesting.

2. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

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

By the Commission



ATTEST:

  
Executive Director

RECEIVED

OCT 24 2017

PUBLIC SERVICE  
COMMISSION

GERALD T. KEMPER  
ATTORNEY AT LAW  
785 MONTEREY PIKE  
OWENTON, KENTUCKY 40359

October 10, 2017

Kentucky Public Service Commission  
P O Box 615  
211 Sower Blvd  
Frankfort, Ky. 40602-0615

Attn: Gwen R. Pinson, Executive Director

Greetings:

RE: COMPLAINT

Earlier this year the Kentucky American Water Company closed its local office in Owenton, Kentucky. Via an oral agreement between the City and the Company, employees of the City of Owenton, are collecting utility bills for an added fee of \$2.00 per bill.

Granted this is a very unusual agreement and puts to issue several questions among which are:

The authority of the Public Service Commission to review this oral operating agreement.

The public interest in the closing this branch office and having no Company employees to assist customers as their needs may determine.

The access by non Company personnel to Company computer files and records of customers which may compromise protected information.

I believe the interest of the public is not served by utilities and governments in dealing in such a vague and questionable manner.

Thank you for your kind assistance in these matters.

Sincerely yours,

  
Gerald T. Kemper

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