

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AMY J. CATUDAL	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2020-00055
	)	
NICHOLAS COUNTY WATER DISTRICT	)	
	)	
DEFENDANT	)	

ORDER

On February 25, 2020, Amy J. Catudal tendered a formal complaint (Complaint) with the Commission against the Nicholas County Water District (Nicholas District) alleging that she was overcharged for reconnection of her water service following disconnection. Ms. Catudal states that her water service was disconnected and that she was charged a \$55.00 disconnect fee and a \$55.00 reconnect fee, despite the fact the back of the bill she received indicated the fee to have water service reconnected following a disconnection was \$25.00. Ms. Catudal is asking for an \$85.00 credit to be applied to her account with Nicholas District, reflecting the difference in the \$110.00 she was charged to have her service restored following disconnection and the \$25.00 reconnect fee as listed on her bill. In addition, she is asking to have a late charge of \$7.08 removed from her account. The total amount for which she seeks a credit is \$92.08.

By Order dated March 23, 2020, the Commission found that it was unable to determine from the facts presented by Ms. Catudal whether her Complaint established a

prima facie case, but found that further investigation into the merits of the Complaint were warranted. The Commission ordered Nicholas District to assist in the investigation by filing with the Commission copies of the front and back of bills issued to Ms. Catudal between December 1, 2019, and the date of the Commission's Order. On March 30, 2020, Nicholas District filed a Customer History Report and copies of the front and back of the January 2020 bill with the Commission.

On June 4, 2020, the Commission ordered Nicholas District to file additional information with the Commission, by and through counsel. On June 24, 2020, Nicholas District filed a letter stating it was crediting Ms. Catudal's account \$92.08. On July 6, 2020, Commission Staff (Staff) issued a Request for Information to Ms. Catudal asking her to confirm that \$92.08 had been credited to her account. Staff has not received a response from Ms. Catudal to date. Therefore, the Commission finds that within ten days of the date of service of this Order, Nicholas District should file with the Commission evidence that \$92.08 was credited to Ms. Catudal's account.

Further, the Commission notes that the sample bill on file with the Commission as Attachment D to Nicholas District's tariff incorrectly states the reconnection fee, and is silent as to the disconnection fee.<sup>1</sup> This presents an internal conflict within Nicholas District's tariff. The Commission finds that within ten days of the date of service of this Order, Nicholas District should file a corrected sample bill that includes the correct disconnection and reconnection charges, with the Commission using the Commission's electronic Tariff Filing System.

---

<sup>1</sup> Nicholas County Water District Tariff Sheet No. 7 lists a reconnection charge of \$55.00 and a disconnection charge of \$55.00. Attachment D to the Nicholas County Water District Tariff, the sample bill, only references a \$25.00 reconnection fee.

IT IS THEREFORE ORDERED that:

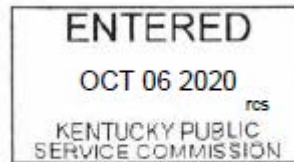
1. Within ten days of the date of service of this Order, Nicholas District shall file with the Commission evidence that \$92.08 was credited to Ms. Catudal's account.

2. Within ten days of the date of service of this Order, Nicholas District shall file a corrected sample bill with the Commission using the Commission's electronic Tariff Filing System.

3. A copy of this Order shall be mailed to Ms. Catudal at her residence via U.S. mail.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

By the Commission



ATTEST:

A blue ink signature in cursive script, written over a horizontal line.

Acting Executive Director

Amy J. Catudal  
3770 Crooked Creek Road  
Carlisle, KENTUCKY 40311

\*Nicholas County Water District  
1639 Old Paris Road  
Carlisle, KY 40311

\*Nicholas County Water District  
Nicholas County Water District  
1639 Old Paris Road  
Carlisle, KY 40311