

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 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 asked 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 asked to have a late charge of \$7.08 removed from her account. The total amount for which she sought a credit was \$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. After receiving no response from Ms. Catudal, on October 6, 2020, the Commission ordered Nicholas District to file into the record of this proceeding evidence that \$92.08 had been credited to Ms. Catudal's account.

In the October 6, 2020 Order, the Commission also noted that the sample bill on file with the Commission as Attachment D to Nicholas District's tariff incorrectly stated the reconnection fee, and was silent as to the disconnection fee.¹ The Commission found this presented an internal conflict within Nicholas District's tariff, and ordered Nicholas District to file with the Commission using the Commission's electronic Tariff Filing System a corrected sample bill.² On October 22, 2020, Nicholas District filed with the Commission

¹ 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.

² Order (Ky. PSC Oct. 6, 2020) at 2–3.

a Customer History Report indicating that on June 22, 2020, a \$92.08 adjustment to Ms. Catudal's account was made. Using the Commission's electronic Tariff Filing System Nicholas District has also submitted a corrected sample bill, which the Commission accepted on May 19, 2021. A copy of the Commission's letter evidencing acceptance of the sample bill is attached to this Order as an Appendix.

Having reviewed the evidence of record and being otherwise sufficiently advised, the Commission finds that Nicholas District has satisfied the matter complained of in Ms. Catudal's February 25, 2020 complaint and that this case should be dismissed with prejudice as satisfied.

IT IS THEREFORE ORDERED that this case is dismissed with prejudice as satisfied and is removed from the Commission's docket.

By the Commission



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2020-00055 DATED MAY 25 2021

ONE PAGE TO FOLLOW

Andy Beshear
Governor

Rebecca W. Goodman
Secretary
Energy and Environment Cabinet



Commonwealth of Kentucky
Public Service Commission

211 Sower Blvd.
P.O. Box 615
Frankfort Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

May 19, 2021

Michael J. Schmitt
Chairman

Kent A. Chandler
Vice Chairman

Talina R. Mathews
Commissioner

Jason Pennell
Kentucky Rural Water
1151 Old Porter Pike
Bowling Green, KY 42104

RE: Filing No. **TFS2020-00480**
Updates sample bill per Order in Case No. 2020-00055.

Dear Jason Pennell:

The above referenced filing has been received and reviewed. An accepted copy is enclosed for your files. You may also use the following link to access documents related to this filing.

<https://psc.ky.gov/trf4/TRFListFilings.aspx?ID=TFS2020-00480>

Sincerely,

A handwritten signature in blue ink that reads "Linda C. Bridwell".

Linda C. Bridwell
Executive Director

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

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

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