

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DERRICK STINSON, KAYLA STINSON, AND
STINSON FITNESS, LLC D/B/A WORKOUT
ANYTIME

COMPLAINANT

V.

KENTUCKY-AMERICAN WATER COMPANY

DEFENDANT

CASE NO.
2024-00303

ORDER

Kentucky-American Water Company (Kentucky-American) is hereby notified that it has been named as a Defendant in a formal complaint filed on September 16, 2024, a copy of which is attached as an Appendix to this Order and incorporated herein.

In the complaint, Derrick Stinson, Kayla Stinson, and Stinson Fitness, LLC d/b/a Workout Anytime (collectively, Complainants) alleged that their business receives water service from Kentucky-American, and that beginning in August 2022, their water bills showed much higher usage than prior periods. They seek an adjustment and reduction in the water bills. A list of water usage details identifies the customer as Workout Anytime, the d/b/a name of Stinson Fitness, LLC (Workout Anytime).

With respect to Workout Anytime, the Commission finds that the complaint establishes a *prima facie* case and conforms to the requirements of 807 KAR 5:001, Section 20(1). The Commission finds that pursuant to 807 KAR 5:001, Section 20(4(b),

Kentucky-American should satisfy the matters complained of or file a written answer to the complaint within ten days of service of the date of service of the Order.

With respect Derrick Stinson and Kayla Stinson, the Commission finding that the complaint fails to state a *prima facie* case because the complaint does not indicate that they are customers of Kentucky-American. The Commission further finds that pursuant to 807 KAR 5:001, Section 20(4(a)(1), the Stinsons should be provided an opportunity to amend the complaint within ten days of the date of service of the Order to show cause why their claims should not be dismissed.

IT IS THEREFORE ORDERED that:

1. Kentucky-American shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.
2. Derrick Stinson and Kayla Stinson shall have ten days from the date of service of this Order to amend the complaint show cause why their claims should not be dismissed.

PUBLIC SERVICE COMMISSION


Chairman

Vice Chairman


Commissioner

ATTEST:

 
Executive Director



APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00303 DATED MAY 12 2025

EIGHT PAGES TO FOLLOW

RECEIVED

SEP 16 2024

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:)
)
Derrick Stinson and Kayla Stinson, husband and wife)
)
and)
)
Stinson Fitness, LLC d/b/a Workout Anytime)
)
VS.)
)
Kentucky-American Water)

COMPLAINT

* * * * *

The complaint of Derrick Stinson, Kayla Stinson, and Stinson Fitness, LLC d/b/a Workout Anytime shows:

- (a) Derrick Stinson, Kayla Stinson, and Stinson Fitness, LLC d/b/a Workout Anytime, 3130 Maple Leaf Dr., Suite 140, Lexington, KY 40509.
- (b) Kentucky-American Water, 2300 Richmond Road, Lexington, KY 40502; P.O. Box 2798, Camden, NJ 08101.
- (c) The Complainants, Derrick Stinson and Kayla Stinson, are a married couple who own Stinson Fitness, LLC. Stinson Fitness, LLC operates as Workout Anytime on Maple Lead Drive in Lexington, Kentucky, which is a workout facility or gym. This location receives water service through Kentucky-American Water (Utility). Utility has charged the Complainants for water services in an amount which is unreasonable for a claimed amount of usage which is significantly more than any previous readings of the usage for the property in question. Beginning in August of 2022, the property in question

began having usage readings which were higher than normal. The usage reported by the utility was strangely the same in many months prior to this, either 5,984 or 7,480 gallons. There were, admittedly, some outlier months with higher usage.

However, beginning in August of 2022, the amount continually stayed much higher than normal, reaching reported usage of 88,264 gallons by August 2023. The utility reported that the water usage at this service point went up elevenfold in the course of one year. During this time, there were no changes in circumstance which would lead to higher usage, and certainly nothing which would cause the usage to go up by that amount.

The Utility then did an estimated reason in September of 2023, and estimated the usage at the address as 14,212 gallons. This is the only estimated reading in the history of readings provided to the Claimants by the Utility. Then in October 2023 an actual reading was performed, and the Utility noted 243,100 gallons of water usage at this address. This was followed with a reading of 121,176 in November 2023, then 19,948 in December. According to the utility, the usage at this location dropped by 100,000 gallons per month for two months. The readings then stabilized back to figures similar to the older readings in January 2024 when gallons were reported at 5,600.

It is abundantly clear that there is some issue within the Utility's system that has led to these absurd amounts of usage and the correlating bills that arise from them. Exacerbating this issue is the fact that LexServ, which provides sewer for the property, utilizes the figures from the Utility in calculating sewer costs for consumers. LexServ is not regulated by PSC and cannot be made a party in this Complaint. However, an

outcome in this matter favorable to the Claimants should work to resolve the issue with LexServ for sewer use.

The property at issue has been checked for leaks on both the consumer and Utility sides of line, with nothing of concern being found by either party. Complainants seek an investigation into the practices of the Utility and, out of fairness, an adjustment to the amount of usage which would make the same more consistent with the usage at the property historically.

WHEREFORE, the Complainants ask the PSC to investigate the Utility for the method at arriving at the figures of usage, for an adjustment to the assessment of usage, an adjustment to the Complainants' bill with the Utility, and any and all other relief to which the Complainants appear entitled.

Respectfully submitted,

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RHETT B. RAMSEY
COUNSEL FOR CLAIMANTS

Usage Details

Account [REDACTED]
Customer WORKOUT ANYTIME
Address 3130 MAPLE LEAF DR APT
140
LEXINGTON KY, 40509-1308

Tran.	Read Date	Read Code	Meter	Register	Reading	Gallons	Usage	Rate	Class
READ	05/08/2024	Actual	80632	1	6	4700	6	9000	200
READ	04/08/2024	Actual	80632	1	6	5000	6	9000	200
READ	03/08/2024	Actual	80632	1	6	4700	6	9000	200
READ	02/08/2024	Actual	80632	1	5	4300	5	9000	200
READ	01/10/2024	Actual	80632	1	7	5600	7	9000	200
READ	12/08/2023	Actual	80632	1	26	19948	26	9000	200
READ	11/08/2023	Actual	80632	1	162	121176	162	9000	200
READ	10/09/2023	Actual	80632	1	325	243100	325	9000	200
READ	09/11/2023	Estimate	80632	1	19	14212	19	9000	200
READ	08/08/2023	Actual	80632	1	118	88264	118	9000	200
READ	07/11/2023	Actual	80632	1	71	53108	71	9000	200
READ	06/09/2023	Actual	80632	1	58	43384	58	9000	200
READ	05/09/2023	Actual	80632	1	41	30668	41	9000	200
READ	04/10/2023	Actual	80632	1	40	29920	40	9000	200
READ	03/09/2023	Actual	80632	1	33	24684	33	9000	200
READ	02/08/2023	Actual	80632	1	25	18700	25	9000	200
READ	01/13/2023	Actual	80632	1	30	22440	30	9000	200
READ	12/13/2022	Actual	80632	1	31	23188	31	9000	200
READ	11/08/2022	Actual	80632	1	18	13464	18	9000	200
READ	10/13/2022	Actual	80632	1	26	19448	26	9000	200
READ	09/09/2022	Actual	80632	1	16	11968	16	9000	200
READ	08/10/2022	Actual	80632	1	14	10472	14	9000	200
READ	07/12/2022	Actual	80632	1	12	8976	12	9000	200
READ	06/08/2022	Actual	80632	1	8	5984	8	9000	200
READ	05/10/2022	Actual	80632	1	10	7480	10	9000	200
READ	04/08/2022	Actual	80632	1	10	7480	10	9000	200
READ	03/09/2022	Actual	80632	1	8	5984	8	9000	200
READ	02/10/2022	Actual	80632	1	8	5984	8	9000	200
READ	01/12/2022	Actual	80632	1	10	7480	10	9000	200

READ	12/08/2021	Actual	80632	1	7	5236	7	9000	200
READ	11/10/2021	Actual	80632	1	8	5984	8	9000	200
READ	10/11/2021	Actual	80632	1	8	5984	8	9000	200
READ	09/09/2021	Actual	80632	1	8	5984	8	9000	200
READ	08/10/2021	Actual	80632	1	22	16456	22	9000	200
READ	07/12/2021	Actual	80632	1	33	24684	33	9000	200
READ	06/09/2021	Actual	80632	1	27	20196	27	9000	200
READ	05/11/2021	Actual	80632	1	23	17204	23	9000	200
READ	04/09/2021	Actual	80632	1	18	13464	18	9000	200
READ	03/09/2021	Actual	80632	1	15	11220	15	9000	200
READ	02/10/2021	Actual	80632	1	16	11968	16	9000	200
READ	01/12/2021	Actual	80632	1	16	11968	16	9000	200
READ	12/09/2020	Actual	80632	1	9	6732	9	9000	200
READ	11/11/2020	Actual	80632	1	11	8228	11	9000	200
READ	10/09/2020	Actual	80632	1	8	5984	8	9000	200
READ	09/11/2020	Actual	80632	1	8	5984	8	9000	200
READ	08/12/2020	Actual	80632	1	10	7480	10	9000	200
READ	07/10/2020	Actual	80632	1	31	23188	31	9000	200
READ	06/10/2020	Actual	80632	1	23	17204	23	9000	200
READ	05/12/2020	Actual	80632	1	14	10472	14	9000	200
READ	04/13/2020	Actual	80632	1	41	30668	41	9000	200
READ	03/10/2020	Actual	80632	1	29	21692	29	9000	200
READ	02/13/2020	Actual	80632	1	37	27676	37	9000	200
READ	01/13/2020	Actual	80632	1	30	22440	30	9000	200
READ	12/12/2019	Actual	80632	1	27	20196	27	9000	200
READ	11/12/2019	Actual	80632	1	28	20944	28	9000	200
READ	10/10/2019	Actual	80632	1	20	14960	20	9000	200
READ	09/12/2019	Actual	80632	1	21	15708	21	9000	200
READ	08/09/2019	Actual	80632	1	16	11968	16	9000	200
READ	07/10/2019	Actual	80632	1	15	11220	15	9000	200
READ	06/11/2019	Actual	80632	1	0	0	0	9000	200
SETR	05/15/2019	Actual	80632	1	0	0	0	9000	200

Summary History

Account XXXXXXXXXX
 Customer WORKOUT ANYTIME
 Address 3130 MAPLE LEAF DR APT 140
 LEXINGTON KY, 40509-1308

Tran.	Date	Amount	Balance
BILL	5/17/2024	\$117.90	\$5,063.08
CASH	5/15/2024	(\$75.00)	\$4,945.18
MISC	5/9/2024	\$56.00	\$5,020.18
MISC	4/25/2024	\$56.00	\$4,964.18
BILL	4/17/2024	\$121.29	\$4,908.18
CASH	4/1/2024	(\$117.00)	\$4,786.89
BILL	3/19/2024	\$117.90	\$4,903.89
BILL	2/15/2024	\$113.36	\$4,785.99
BILL	1/19/2024	\$128.08	\$4,672.63
BILL	12/15/2023	\$290.54	\$4,544.55
BILL	11/16/2023	\$1,436.74	\$4,254.01
BILL	10/27/2023	\$2,817.27	\$2,817.27
CASH	10/19/2023	(\$225.59)	
BILL	9/28/2023	\$225.59	\$225.59
CASH	9/7/2023	(\$1,064.09)	
BILL	8/17/2023	\$1,064.09	\$1,064.09
CASH	8/9/2023	(\$666.01)	
BILL	7/19/2023	\$666.01	\$666.01
CASH	7/13/2023	(\$529.56)	
BILL	6/22/2023	\$529.56	\$529.56
CASH	6/7/2023	(\$392.43)	
BILL	5/17/2023	\$392.43	\$392.43
CASH	5/9/2023	(\$384.36)	
BILL	4/18/2023	\$384.36	\$384.36
CASH	4/10/2023	(\$327.89)	
BILL	3/20/2023	\$327.89	\$327.89
CASH	3/9/2023	(\$263.35)	
BILL	2/16/2023	\$263.35	\$263.35
CASH	2/9/2023	(\$303.69)	
BILL	1/19/2023	\$303.69	\$303.69
CASH	1/9/2023	(\$399.33)	
CASH	1/9/2023	(\$300.00)	\$399.33
CASH	1/9/2023	(\$300.00)	\$699.33
MISC	12/29/2022	\$56.00	\$999.33
BILL	12/16/2022	\$311.75	\$943.33
LPAY	12/12/2022	\$23.37	\$631.58
BILL	11/17/2022	\$206.89	\$608.21
CASH	10/25/2022	(\$300.00)	\$401.32
CASH	10/25/2022	(\$150.00)	\$701.32
BILL	10/18/2022	\$271.42	\$851.32
LPAY	10/14/2022	\$21.55	\$579.90
BILL	9/19/2022	\$190.75	\$558.35

LPAY	9/12/2022	\$18.64	\$367.60
BILL	8/17/2022	\$174.62	\$348.96
LPAY	8/12/2022	\$15.85	\$174.34
BILL	7/19/2022	\$158.49	\$158.49
CASH	6/22/2022	(\$1,085.96)	
BILL	6/16/2022	\$119.56	\$1,085.96
LPAY	6/10/2022	\$20.55	\$966.40
BILL	5/17/2022	\$134.46	\$945.85
LPAY	5/12/2022	\$17.86	\$811.39
BILL	4/18/2022	\$134.46	\$793.53
LPAY	4/11/2022	\$17.15	\$659.07
CASH	3/31/2022	(\$300.00)	\$641.92
BILL	3/17/2022	\$119.56	\$941.92
LPAY	3/14/2022	\$18.13	\$822.36
BILL	2/16/2022	\$119.56	\$804.23
LPAY	2/14/2022	\$17.01	\$684.67
BILL	1/19/2022	\$134.46	\$667.66
CASH	1/4/2022	(\$300.00)	\$533.20
BILL	12/16/2021	\$112.11	\$833.20
BILL	11/16/2021	\$119.56	\$721.09
CASH	10/20/2021	(\$300.00)	\$601.53
BILL	10/18/2021	\$119.56	\$901.53
BILL	9/17/2021	\$119.56	\$781.97
BILL	8/18/2021	\$223.88	\$662.41
CASH	8/10/2021	(\$300.00)	\$438.53
BILL	7/19/2021	\$305.85	\$738.53
CASH	7/15/2021	(\$300.00)	\$432.68
BILL	6/17/2021	\$250.73	\$732.68
BILL	5/18/2021	\$222.11	\$481.95
CASH	5/4/2021	(\$230.00)	\$259.84
BILL	4/19/2021	\$186.33	\$489.84
BILL	3/17/2021	\$164.87	\$303.51
CASH	3/2/2021	(\$300.00)	\$138.64
BILL	2/17/2021	\$172.02	\$438.64
CASH	2/2/2021	(\$300.00)	\$266.62
BILL	1/20/2021	\$172.02	\$566.62
BILL	12/16/2020	\$121.94	\$394.60
BILL	11/17/2020	\$136.25	\$272.66
CASH	11/16/2020	(\$300.00)	\$136.41
BILL	10/19/2020	\$114.78	\$436.41
CASH	10/5/2020	(\$300.00)	\$321.63
BILL	9/17/2020	\$114.78	\$621.63
CASH	9/1/2020	(\$300.00)	\$506.85
BILL	8/18/2020	\$129.09	\$806.85
BILL	7/20/2020	\$279.35	\$677.76
CASH	6/30/2020	(\$300.00)	\$398.41
BILL	6/17/2020	\$213.97	\$698.41
CASH	5/26/2020	(\$300.00)	\$484.44
BILL	5/18/2020	\$152.63	\$784.44
BILL	4/17/2020	\$336.64	\$631.81
BILL	3/18/2020	\$254.85	\$295.17
CASH	3/17/2020	(\$300.00)	\$40.32

LPAY	3/16/2020	\$30.94	\$340.32
BILL	2/19/2020	\$309.38	\$309.38
CASH	2/12/2020	(\$287.84)	
LPAY	2/10/2020	\$26.17	\$287.84
BILL	1/17/2020	\$261.67	\$261.67
CASH	1/8/2020	(\$241.23)	
BILL	12/17/2019	\$241.23	\$241.23
CASH	12/15/2019	(\$272.84)	
LPAY	12/12/2019	\$24.80	\$272.84
BILL	11/18/2019	\$248.04	\$248.04
CASH	11/14/2019	(\$212.87)	
LPAY	11/11/2019	\$19.35	\$212.87
BILL	10/17/2019	\$193.52	\$193.52
CASH	10/10/2019	(\$200.34)	
BILL	9/18/2019	\$200.34	\$200.34
CASH	9/8/2019	(\$166.26)	
BILL	8/16/2019	\$166.26	\$166.26
CASH	8/8/2019	(\$228.18)	
BILL	7/18/2019	\$159.44	\$228.18
LPAY	7/12/2019	\$6.25	\$68.74
BILL	6/18/2019	\$62.49	\$62.49

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