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Case Management System - KY Public Service Commission

Complaint Cases Before the Commission as of November 17, 2026

2023-00155 RECEIVED: 05/04/23 FILED: 05/04/23 FINAL: 05/15/26 REOPENED: SUSPENSION DATE:

CASE NATURE: Morgan Taylor, Complainant; Kentucky-American Water Company, Defendant

CASE CODE
Complaints - Service

UTILITIES:
Kentucky-American Water Company

INDEX OF EVENTS:

05/15/26	Final Order Entered: 1. The complaint is dismissed. 2. This case is closed and removed from the Commission's docket.
05/01/26	Kentucky-American Water Company Response to Commission Staff Third Request for Information
04/13/26	COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION TO KENTUCKY-AMERICAN WATER COMPANY
03/03/26	COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO MORGAN TAYLOR
06/06/24	Kentucky-American Water Company Response to Commission Staff Second Request for Information
05/20/24	COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO KENTUCKY-AMERICAN WATER COMPANY
06/13/23	Kentucky-American Water Company Response to Commission Order
05/25/23	Order Entered: 1. Kentucky-American shall file the following within 15 days of service of this Order: a. Copies of Ms. Taylor's bills from January 2022 to the present; b. A copy of any meter test conducted on the meter that registered usage at Ms. Taylor's residence between December 13, 2022, and January 11, 2023; c. An hourly breakdown in water usage for the service time in question: December 13, 2022, through January 11, 2023; and d. A copy of Kentucky-American's notice to Ms. Taylor regarding any deviation from historical water usage as required by Kentucky-American's Tariff Sheet No. 9, First Sheet No. 13; Section (j). e. A copy of any service ticket for maintenance or repair work done at Ms. Taylor's property, adjacent properties, or on the water mains or appurtenances within 500 yards of Ms. Taylor's property between October 1, 2022, and February 28, 2023. 2. Kentucky-American shall file the documents pursuant to ordering paragraph 1 by electronic mail to PSCED@ky.gov. 3. A copy of this Order shall be mailed by U.S. Mail to Ms. Taylor at 4464 Stuart Hall Blvd., #5102, Lexington, Kentucky 40509.
05/08/23	Acknowledge Receipt of Filing
05/04/23	Morgan Taylor v. Kentucky-American Water Company

Total Number of Cases: 1