

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

| | | |
|---------------------------------|---|-----------------|
| MARCY J. LINVILLE CONRAD |) | |
| |) | |
| COMPLAINANT |) | |
| |) | |
| v. |) | CASE NO. 95-219 |
| |) | |
| KENTUCKY-AMERICAN WATER COMPANY |) | |
| |) | |
| DEFENDANT |) | |

ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("Kentucky-American") is hereby notified that it has been named as defendant in a formal complaint filed on May 12, 1995, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Kentucky-American is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

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

Done at Frankfort, Kentucky, this 25th day of May, 1995.

ATTEST:

Don Mills
Executive Director

PUBLIC SERVICE COMMISSION

Robert M. Davis
Chairman

Robert M. Davis
Vice Chairman

Linda K. Breathitt
Commissioner

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAY 12 1995

PUB.
COMMISSION

IN THE MATTER OF:

MARCY J. LINVILLE CONRAD

COMPLAINANT

VS.

COMPLAINT

NO. 95-219

KY. AMERICAN WATER CO.

DEFENDANT

COMPLAINT

The complaint of Marcy J. Linville Conrad respectfully shows:

(a) MARCY J. LINVILLE CONRAD

2329 THE WOODS LANE

LEXINGTON, KY 40502

(b) KY. AMERICAN WATER CO.

2300 RICHMOND RD.

LEXINGTON, KY 40502

(C) That pursuant to KRS 278.160 a utility shall not charge or demand from any person a compensation for any service rendered that is greater than the actual service rendered. That Ky. American Water Co. charged Complainant \$415.00 for water which Complainant did not receive. That Complainant's regular water bills run no higher than \$90.00/month. That under no circumstances could the charge levied by Ky. American Water Co. be based on services actually rendered to Complainant.

WHEREFORE, Complainant asks that Ky. American Water Co. be prohibited from charging and/or attempting to collect \$415.00 from Complainant.

MARCY J. LINVILLE CONRAD VS. KY. AMERICAN WATER CO.

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Dated at Lexington, Kentucky, this 9th day of May, 1995.

Marcy J. Linville-Conrad
MARCY J. LINVILLE CONRAD

JILL HALL ROSE
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