

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SHIRLEY AND JOE E. WILLOUGHBY)
)
COMPLAINANTS)
)
v.) CASE NO. 97-262
)
NICHOLAS COUNTY WATER DISTRICT)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

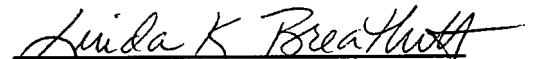
Nicholas County Water District ("Nicholas Water") is hereby notified that it has been named as defendant in two formal complaints filed on May 13, 1997, copies of which are attached hereto.

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

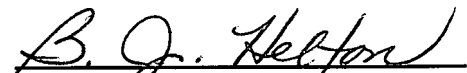
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 9th day of June, 1997.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

97-00975
RJ

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
MAY 14 1997
PUBLIC SERVICE
COMMISSION

In the Matter of:

Shirley Willoughby
(Your Full Name)
COMPLAINANT

vs.

Nicholas County Water District
(Name of Utility)
DEPENDANT

Case No. 97-262

C O M P L A I N T

The complaint of Shirley Willoughby respectfully shows:
(Your Full Name)

(a) Shirley Willoughby
(Your Full Name)

1125 East Union Rd. Carlisle, Ky. 40311
(Your Address)

(b) Nicholas County Water District
(Name of Utility)

Main St. Carlisle, Ky. 40311
(Address of Utility)

(c) That: I am not satisfied with our water
(Describe here, attaching additional sheets if

service. The water service is off too
necessary, the specific act, fully and clearly, or facts

much and I'm never aware when the
that are the reason and basis for the complaint.)

service will be off or when it will be on

Formal Complaint

Shirley Willoughby vs Nicholas Co Water District
(Your Name) (Utility Name)

Page 2

I always receive the answering machine
when I have a problem or have no service.
These problems have been here for at
least 3 years. When I do speak with
the water office, I feel I'm put off and
it's not that important. I do my part
in paying my bill, I expect to have good
water service in return

Wherefore, complainant asks I need to be notified when
(Specifically state the

water will be turned off. I want mechanical
relief desired.)

problems repaired quickly or given a time and keep
to it. I want a 24 hour emergency number with a repre-
sentative not a machine. I would like to speak
with someone locally instead of just secretaries
all the time.

Dated at Paris, Kentucky, this 9 day
(Your City)

of May, 1997.
(Month)

Shirley Willoughby
(Your Signature)

Expires
1999

(Name and address of attorney, if any)

97-089160
RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

MAY 13 1997
PUBLIC SERVICE
COMMISSION

In the Matter of:

Joe E. Willoughby
(Your Full Name))
COMPLAINANT)
VS.)
Nicholas County Water District
(Name of Utility))
DEFENDANT)

Case No. 97-089160

C O M P L A I N T

The complaint of Joe E. Willoughby respectfully shows:
(Your Full Name)

(a) Joe E. Willoughby
(Your Full Name)

1185 East Union Rd Carlisle, Ky
(Your Address)

(b) Nicholas County Water District
(Name of Utility)

Main St. Carlisle, Ky. 40311
(Address of Utility)

(c) That: I am not satisfied with our water
(Describe here, attaching additional sheets if
service. The water service is off too much and I'm
necessary, the specific act, fully and clearly, or facts
never aware when the service will be off
that are the reason and basis for the complaint.)
or when it will be on. I always receive the

Formal Complaint

Joe E Willoughby vs Nicholas Co. Water District
(Your Name) (Utility Name)

Page 2

answering machine when I have a problem
or have no service. These problems have been
here for at least 3 years. When I do speak
with the water office, I feel I'm put off
and it's not that important. I do my part
in paying my bill, I expect to have good
water service in return

Wherefore, complainant asks I'd need to be notified when
(Specifically state the

water will be turned off. ① I want mechanical
relief desired.)
problems repaired quickly or given a time
and keep to it. ③ 24 hour emergency number
with a representative not a machine

Dated at Carlisle, Kentucky, this 9 day
(Your City)

of May, 19 97.
(Month)

Joe E Willoughby
(Your Signature)

1185 E. Union Road
Carlisle, Ky 40311

(Name and address of attorney, if any)

Expires
1999