

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WILLIAM D. CHRISTOPHER

COMPLAINANT

V.

KENTUCKY-AMERICAN WATER COMPANY

DEFENDANT

CASE NO.
2010-00358

ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("KAWC") is hereby notified that it has been named as defendant in a formal complaint filed on August 31, 2010, a copy of which is attached hereto.

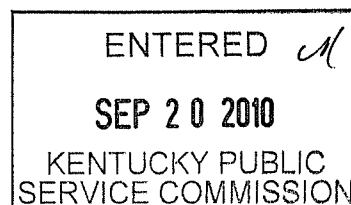
Pursuant to 807 KAR 5:001, Section 12, KAWC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

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.

By the Commission

ATTEST:

Executive Director



COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

William D Christopher

(Your Full Name)

COMPLAINANT

VS.

Kentucky American Water

(Name of Utility)

DEFENDANT

COMPLAINT

RECEIVED

AUG 31 2010

PUBLIC SERVICE
COMMISSION

RECEIVED

SEP - 8 2010

GENERAL COUNSEL

The complaint of William D Christopher respectfully shows:
(Your Full Name)

(a) William D Christopher
(Your Full Name)

500 Calloway White Road, Winchester, KY 40391
(Your Address)

(b) Kentucky American Water
(Name of Utility)

2300 Richmond Road, Lexington, KY
(Address of Utility)

(c) That: On March 18, 2010, I arrived home at approximately 3:30 p.m. and
and found a note saying that a representative from Kentucky American
Water had been at my residence checking for leaks. I immediately
checked my indoor household plumbing to make sure everything was
working properly and that there were no leaks. Finding everything in
proper working order, I went to my water meter to check the current

Continued on Next Page

Formal Complaint

William D Christopher vs. Kentucky American Water

Page 2 of 4

reading. I found the leak detection wheel spinning at a high rate of speed (in
fact I could observe the water measurement needle actually moving). I turned
off the water to the meter (which stopped the leak detection wheel), returned
to my house, and called a plumber. While waiting for the plumber, I walked
the path of my underground water service line and could detect no sign of
water leakage. The plumber arrived at approximately 5:30 p.m. I told him
(Continued on Attached Pages)

Wherefore, complainant asks that my water usage for the billing period
(Specifically state the relief desired.)
February 12 to March 18, 2010 be adjusted to 300 cubic feet (2,250) gallons,
which is my average monthly water usage since I occupied my newly built
residence at 500 Calloway White Road in September 2005.

Dated at Winchester, Kentucky, this 30th day
(Your City)

of August, 2010.
(Month)

William D Christopher

(Your Signature)

None

(Name and address of attorney, if any)

Formal Complaint

William D Christopher vs Kentucky American Water

Page 3 of 4

what I had done to this point. He and I then took the following actions:

a. We turned the water supply to my indoor plumbing off and then went to

The water meter.

b. We turned the water supply back on to the water meter and noted that the

leak detection wheel was not moving. The plumber said that was good news

because it meant I did not have a leak in my underground water service.

c. We then returned to my house and turned the water supply to my indoor

plumbing back on.

d. The plumber then inspected all my indoor water pipes and all my indoor

plumbing fixtures (paying close attention to my two indoor toilets). He could

not find any leaks or malfunctioning fixtures.

e. We then returned to the water meter and found that the leak detection

wheel was still not moving.

f. We returned to my house and the plumber did a leak detection test on my

two indoor toilets and still found not leaks or malfunctions.

g. We checked the water meter one final time and the leak detection wheel

still had not moved.

Formal Complaint

William D Christopher vs Kentucky American Water

Page 4 of 4

h. The plumber concluded that I did not have any leaks in either my underground water service nor any of my indoor plumbing (see attached letter from Lion Plumbing dated April 28, 2010).

i. It was now 6:30 p.m. and the plumber left. I noted that the reading on my water meter at this time was 20,680. I have closely monitored the water meter reading since that time. My monthly readings since March 18 have all been normal (averaging 2,250 gallons of water usage per month). This is a dramatic contrast with the 146,250 gallons of water Kentucky American maintains that I used between February 12 and March 18, 2010.

Based on the above findings, I believe it reasonable to conclude that some time between February 12, 2010 and March 18, 2010 Kentucky American's water meter at my residence malfunctioned. My simple act on March 18th of turning the water supply to the meter off and on "reset" the meter and it has functioned normally since that time. In fact, I would submit that it is not logical to think that 146,250 gallons of water could pass through my water meter undetected. Accordingly, I request that my bill dated April 5, 2010 be adjusted to reflect a normal monthly water usage of 2,250 gallons.

LION PLUMBING

407 South Maple Street
Winchester, KY 40391

April 28, 2010

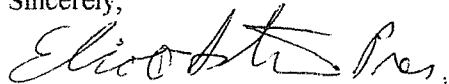
Kentucky American Water Company
2300 Richmond Road
Lexington, KY

During the afternoon of March 18, 2010, I received a call from William D Christopher, 500 Calloway White Road, Winchester, KY. Mr. Christopher was concerned that your company had left him a notice indicating a possible water leak in either his underground water service or indoor plumbing.

I arrived at Mr. Christopher's residence at approximately 5:30 p.m. Mr. Christopher had turned the water off to his residence. He and I turned the water back on and I proceeded to check his underground water service and all indoor plumbing for leaks. I observed no leaks on this date (March 18th) and I noted that the leak detection wheel on his water meter was not moving. I also conducted leak tests on his two toilets and observed no random leaks occurring on this date (March 18th). I then advised Mr. Christopher that I observed no leaks in either his underground water service or his indoor plumbing.

Observing no leaks, I did not charge Mr. Christopher for my visit.

Sincerely,

A handwritten signature in cursive script that reads "Eliot Istre Pres.".

Eliot Istre, *President*
Lion Plumbing
Master Plumber License #M6518
859-808-0192

William D Christopher
500 Calloway White Road
Winchester, KY 40391

Nick O Rowe
President
Kentucky-American Water Company aka Kentucky
2300 Richmond Road
Lexington, KY 40502