

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WANDA SUE CASTLE	)	
	)	
COMPLAINANT	)	
V.	)	CASE NO.
	)	2010-00406
KENTUCKY-AMERICAN WATER COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

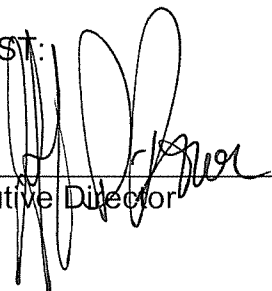
Kentucky-American Water Company ("Kentucky-American") is hereby notified that it has been named as defendant in a formal complaint filed on October 15, 2010, a copy of which is attached hereto.

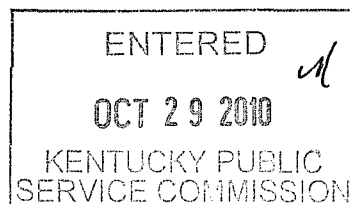
Pursuant to 807 KAR 5:001, Section 12, Kentucky-American is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

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



RECEIVED  
OCT 20 2010  
GENERAL COUNSEL

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED  
OCT 15 2010  
PUBLIC SERVICE COMMISSION

In the matter of:

Wanda Sue Castle  
(Your Full Name)

COMPLAINANT

) Service in the name of  
) Sue Castle

VS.

Ky-American Water  
(Name of Utility)

DEFENDANT

) 2010-00406

COMPLAINT

The complaint of Wanda Sue Castle respectfully shows:  
(Your Full Name)

(a) Wanda Sue Castle  
(Your Full Name)

3761 Belleau Wood DR., Lexington, Ky 40517  
(Your Address)

(b) Ky-American Water  
(Name of Utility)

PO Box 578, ALton, IL 62002  
(Address of Utility)

(c) That: Several times, over the course of probably a  
(Describe here, attaching additional sheets if necessary,

year, I have contacted Ky-American Water concerning  
the specific act, fully and clearly, or facts that are the reason

the amounts of my water bills #1 - I am gone  
and basis for the complaint.)

away from my home over 12 hours per day with  
my job and my off days, I am away visiting my

Formal Complaint

Wanda Sue Castle vs. Ky-American Water

Page 2 of 2

parents. I am a single person & the only one living at  
my residence. I take 1 shower per day & wash 2  
small loads of laundry per week. I don't plant  
flowers, therefore I do not water anything like that. I  
use minimal amounts of water (1 shower per day, 2 small loads  
of laundry per week & water for cooking when I am here which  
is not very much.). (Continued on attached page.)

Wherefore, complainant asks that I be credited back  
(Specifically state the relief desired.)

for my higher bills & that my bills should  
be for an amount of someone who is hardly  
even at home, and not amounts for a  
family household.

Dated at Lexington, Kentucky, this 14<sup>th</sup> day  
(Your City)

of October, 192010  
(Month)

Wanda Sue Castle

(Your Signature)

(Name and address of attorney, if any)

It seems that after I call + complain, my bill is usually a little lower the next month or sometimes the same, then after that, they start getting higher again. Once when I was speaking with them on the phone, I told them that the more I'm not at home, the higher my bills get. And, I have done the dye testing + I have no leaks. My parents' bills are always approximately the same as mine or lower. There are 2 people in their household + she washes clothes every day.

I just find it hard to believe that 1 person living in a household + is gone most of the time, keeps getting bills that continually go up. The bill I paid in Sept. was \$39.05, the bill I just received that is due Oct. 18 is \$46.38. My bills should not even be \$39. I really find it hard to believe that my meter is being read.

Final note - I know they have had an increase in their billing in the past, but even with that, my bill should not keep increasing + especially not get to the amount of my last bill mentioned above for someone who's hardly ever at home.

Thank You,  
Wanda Sue Castle

Before the Public Service Commission

(Insert name of complainant) )  
Complainant )  
 ) No. \_\_\_\_\_  
vs. ) (To be inserted by  
 ) the secretary)  
(Insert name of each defendant) )  
Defendant )

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at \_\_\_\_\_, Kentucky, this \_\_\_\_\_ day  
of \_\_\_\_\_, 19 \_\_\_\_\_.

\_\_\_\_\_  
(Name of each complainant)

\_\_\_\_\_  
(Name and address of attorney,  
if any)

Wanda Sue Castle  
3761 Belleau Wood Drive  
Lexington, KY 40517

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