

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MOORE'S CHAPEL A.M.E. CHURCH)
)
COMPLAINANT)
V.) CASE NO.
) 2011-00414
WATER SERVICE CORPORATION OF)
KENTUCKY)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

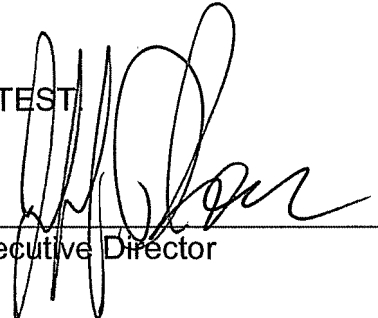
Water Service Corporation of Kentucky ("Water Service Corporation") is hereby notified that it has been named as defendant in a formal complaint filed on October 11, 2011, a copy of which is attached hereto.

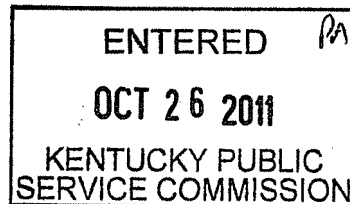
Pursuant to 807 KAR 5:001, Section 12, Water Service Corporation is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.

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



Ainmy Smith

AS

**MARY B. POTTER
ATTORNEY AT LAW
113 N. WASHINGTON STREET
CLINTON, KY 42031
1-270-653-3312
Marybpotter@bellsouth.net**

RECEIVED

OCT 11 2011

PUBLIC SERVICE
COMMISSION

October 5, 2011

Kentucky Public Service Commission
P. O. Box 615
211 Sower Blvd.
Frankfort KY 40602-065

Re: Moore's Chapel A. M. E. Church Formal Complaint against Utilities Inc.

To Whom It May Concern:

Please find enclosed a formal complaint from Moore's Chapel A.M. E. Church regarding a water bill received in December 2009.

As Rev. Bolen stated at the rate increase meeting held in Clinton this spring, there was no water leak in or around the church. The alleged usage was 89,000 gallons in one month. The bill has never been that high again.

If I can be of further assistance or we can offer more information, please let me know.

Sincerely,

Mary Potter

Mary B. Potter

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

MOORES CHAPEL A.M.E. Church
(Your Full Name)
COMPLAINANT

VS.

UTILITIES INC. AKA WATER SERVICES
(Name of Utility) of Kentucky
DEFENDANT

COMPLAINT

The complaint of MOORES CHAPEL A.M.E. Church respectfully shows:
(Your Full Name)

(a) BRO. JAMES BOLEN
(Your Full Name)

400 ANGULAR ST., CLINTON KY 42031
(Your Address)

(b) UTILITIES INC. AKA WATER SERVICES OF KY
(Name of Utility)

(Address of Utility)

(c) That: The WATER COMPANY, CHARGED \$1,018.19
(Describe here, attaching additional sheets if necessary,

for one month's service. Our bill runs
the specific act, fully and clearly, or facts that are the reason

\$25.41. There was no leak. Our
and basis for the complaint.)

Church has 8 members, 2 commodes, 1 urinal

3 SINKS. No way we could use that
much WATER

Continued on Next Page

Formal Complaint

Moore Chapel AVE vs. Utilities Inc.
AKA WATER SERVICES OF
Ky

Page 2 of 2

Our atty called the PSC + reported the issue. (See
ATTACHED MEMO) Our attorney contacted
the PSC about this bill - SEE letter.

The City of CLINTON assessed \$535.68 for
sewer - based on the WATER bill. If we receive
adjustment, City will ALSO adjust + refund

Wherefore, complainant asks for a refund of the
(Specifically state the relief desired.)

unusual portion of the bill. WE ARE
WELL SATISFIED WITH OUR USUAL BILL
of \$25.41-

Dated at CLINTON Ky, Kentucky, this 3rd day
(Your City)

of October, 2011
(Month) 19

x Bro James Bohm
(Your Signature)

MARY B. POTTER
(Name and address of attorney, if any)
113 N. WASHINGTON ST
CLINTON Ky 42031



Water Service Corp of Kentucky
 Phone: (800) 272-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.tuiwater.com

Bill Date	Account Number	Due Date	Please Pay
12/07/2009		1/1/2010	\$ 1,018.19

Name	AME CHURCH	Primary Telephone #	
Service Address	400 ANGULAR, CLINTON, KY, 42031		
Activity Since Last Bill			
Previous Balance		\$22.57	
Payments received as of 12/07/2009		\$-22.57	
Balance as of 12/07/2009			\$0.00
Commercial Water Service			
433 gallons at \$9.02 per 1,000 gallons		\$3.91	
Next 3,900 gallons at \$5.11 per 1,000 gallons		\$19.93	
Next 6,500 gallons at \$4.69 per 1,000 gallons		\$30.49	
Next 10,834 gallons at \$4.27 per 1,000 gallons		\$46.26	
Next 16,900 gallons at \$3.79 per 1,000 gallons		\$64.05	
City School Tax at 5%		\$4.94	
Kentucky State Tax at 6%		\$10.17	
Total Commercial Water Service			\$179.75
Commercial Water Service			
Commercial Minimum Usage Charge		\$6.60	
Next 5,100 gallons at \$6.59 per 1,000 gallons		\$33.61	
Next 8,500 gallons at \$6.05 per 1,000 gallons		\$51.43	
Next 14,166 gallons at \$5.51 per 1,000 gallons		\$78.05	
Next 22,100 gallons at \$4.88 per 1,000 gallons		\$108.07	
City School Tax at 3%		\$8.33	
Kentucky State Tax at 6%		\$16.67	
Total Commercial Water Service			\$302.76
City of Clinton Commercial Wastewater Service			
Kentucky State Tax at 6%		\$30.32	
Total City of Clinton Commercial Wastewater Service			\$535.68
Total Amount Due			\$1,018.19

12.21.09
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Summary of Service	
Meter Reading	Meter # 6185
Current	109900 11/25/2009
Previous	20900 10/26/2009
Usage	89,000 Gallons
Number of Days	30
Average Daily Use	2,967 Gallons
Average Daily Cost	\$ 33.94
Billing History	
Consumption History	

The payment for this bill is due upon receipt.
 Make check payable to: Water Service Corp of Kentucky

Messages

This bill reflects an approved rate increase. It became effective on 11/9/09 and has been prorated on this bill.

Memo to file
February 3, 2010

AME Church vs. Utilities Inc. aka Water Services Inc of Kentucky

Met with Brother James Bolen [REDACTED] (cell) and [REDACTED] home and Cindy Sphrag, secretary/treasurer of the church about a water bill from Utilities Inc. that was over \$1,018.

Brother James Thomas opened the bill – spoke with Bro. Bolen who said it could not be right.

James Thomas went to city hall and was directed to Mike Pickard of the water company. Pickard said meter had been reread and it was higher than the bill.

The church paid the bill. Three women from the church went to the city council meeting and were told that there was nothing the city could do. Mike Pickard, present at the meeting, denied that he told Bro. Thomas to pay the bill before any adjustments could be made. He said that Bro. Thomas was so hard of hearing that he had trouble communicating.

Richard Frizzell, a plumber, checked the church on February 3rd and found no leaks at all. He is willing to file an affidavit to that effect.

At 11:00 a.m. I called PSC complaint line to get the forms to file a formal complaint. I spoke with Rosemary (?) and she took the information.

She called back at 11:30 and said that the meter had not been checked by Mike Pickard because no one had contacted him. (This contradicts what the church members said about Mike telling Bro. Thomas that he had “re-read” the meter).

Before the complaint could be considered, Mr. Pickard would have to check the meter. She gave me Mike Pickard’s cell phone number [REDACTED]

I immediately called Brother James Bolen and asked him to contact Mike regarding checking the meter. Bro James asked if this was the same guy who wanted to charge \$20 to dig up the meter and check it. I didn’t know.

Alternatives:

1. Wait for PSC to find no reason for complaint and refile a formal complaint asking for a hearing
2. Wait for rejection and then sue them in the Kentucky court.

March 9, 2010

Got a call from Rosemary at the PSC – 1-800-772-4636, ext. 406 asking if the issues the church raised had been dealt with. I told her probably not – but offered to check with Rev. Bolen to get the latest.

Called Rev. Bolen – he said that Mike Pickard had come out and told him that if he disconnected the meter and ran a gallon of water through the system it would show a gallon of water when he stopped it.

Huh?

Anyway, James said another bill arrived for \$23. Whatever it was hasn't reoccurred.

Will call PSC tomorrow and let them know.

Mary B. Potter
Attorney at Law

113 N. Washington Street
Clinton, Kentucky 42031

(270) 653-3312
marybpotter@bellsouth.net

June 15, 2010

Kentucky Public Service Commission
P.O. Box 615,
211 Sower Boulevard,
Frankfort, KY 40602-0615

Re: AME Church
400 Angular Street
Clinton, KY 42031

Dear Sir or Madame:

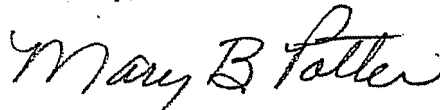
Reverend James Bolen of Clinton AME Church asked me to check with your office on the progress of their issue with Utilities, Inc. concerning a bill for \$1018.19 received by the Church. (See attached). It appears there has been no progress.

There has been phone communication with your office. Reverend Bolen is unclear what else the Church needs to do to formalize a complaint against this company. The Church was instructed to have a representative of the Company re-read its meter. That has been done. Since the November bill, the charge has returned to its former level. No work was performed by the Church or its members to change the situation as it existed when the November bill, dated December 7th arrived at the Church.

It is the contention of the Church that they did not use an average of 2,967 gallons of water a day during the month of November 2009. It is their belief that the meter was either misread, miscalculated or both. It is their contention that the error exists on the part of the Company, for which the Church should be refunded the overpayment.

Please send the necessary paperwork to this office so I may assist church leaders in requesting a formal telephonic hearing on the issue of the November bill.

Sincerely,



Mary B. Potter

cc. Bro. Bolen
enc



Water Service Corp of Kentucky
 Phone: (800) 272-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
12/07/2009		1/1/2010	\$ 1,018.19

Summary of Service	
Meter Reading	Meter # 6185
Current	109900 11/25/2009
Previous	20900 10/26/2009
Usage	89,000 Gallons
Number of Days	30
Average Daily Use	2,967 Gallons
Average Daily Cost	\$ 33.94
Billing History	
Consumption History	

Name	AME CHURCH	Primary Telephone #	
Service Address	400 ANGULAR, CLINTON, KY, 42031		
Activity Since Last Bill			
Previous Balance		\$22.57	
Payments received as of 12/07/2009		\$-22.57	
Balance as of 12/07/2009			\$0.00
Commercial Water Service			
433 gallons at \$9.02 per 1,000 gallons		\$3.91	
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City School Tax at 3%		\$4.94	
Kentucky State Tax at 6%		\$10.17	
Total Commercial Water Service			\$179.75
Commercial Water Service			
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Total Commercial Water Service			\$302.76
City of Clinton Commercial Wastewater Service			
Kentucky State Tax at 6%		\$30.32	
Total City of Clinton Commercial Wastewater Service			\$535.68
Total Amount Due			\$1,018.19

12.21.09
 PL
 1018.19
 45

The payment for this bill is due upon receipt.
 Make check payable to: Water Service Corp of Kentucky

Messages
 This bill reflects an approved rate increase. It became effective on 11/9/09 and has been prorated on this bill.



Water Service Corp of Kentucky
 Customer Service: (800) 272-1919
 Collections: (800) 272-1919
 Phone: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
01/03/2010		1/28/2010	\$ 25.41

Name **AME CHURCH** Primary Telephone #

Service Address **400 ANGULAR, CLINTON, KY, 42031**

Activity Since Last Bill

Previous Balance	\$1,018.19	
Payments received as of 01/03/2010	\$-1,018.19	
Balance as of 01/03/2010		\$0.00

Commercial Water Service

Commercial Minimum Usage Charge	\$11.64	
City School Tax at 3%	\$0.35	
Kentucky State Tax at 6%	\$0.70	
Total Commercial Water Service		\$12.69

City of Clinton Commercial Wastewater Service

Commercial Minimum Usage Charge	\$12.00	
Kentucky State Tax at 6%	\$0.72	
Total City of Clinton Commercial Wastewater Service		\$12.72

Total Amount Due \$25.41

pd
\$25.41
1-25-10
SB

Summary of Service		
Meter Reading	Meter #	6185
Current	110100	12/22/2009
Previous	109800	11/25/2009
Usage	200 Gallons	
Number of Days	27	
Average Daily Usage	7.41 Gallons	
Average Daily Cost	\$0.94	
Billing History		
Consumption History		

The payment for this bill is due upon receipt.
 Make check payable to: Water Service Corp of Kentucky

Messages

James Leonard
Regional Manager
Water Service Corporation of Kentucky
1221 East Cumberland Avenue
Middlesboro, KY 40965

Mary B Potter
113 North Washington Street
Clinton, KENTUCKY 42031