COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THEO HAVUS GAMMEL

V.

JONATHAN CREEK WATER DISTRICT

COMPLAINANT

CASE NO. 2017-00082

)

ORDER

By Order entered on February 24, 2017, the Commission notified Jonathan Creek Water District ("Jonathan Creek") that it had been named as a defendant in a formal complaint and directed it to satisfy the matters complained of or file a written answer to the complaint within ten days. The complaint related to a customer's request for a downward adjustment of an unusually high bill for water usage between December 1, 2016, and January 4, 2017. The complaint alleges that there was a large leak in an unoccupied residence and that Jonathan Creek should be required to apply its tariff applicable to leak adjustments and rebill the complainant's usage at Jonathan Creek's production cost of water.

On March 6, 2017, Jonathan Creek filed a response to the complaint, asserting that when the complainant's water meter was read on January 4, 2017, he was immediately notified of the unusually high usage and that a leak was suspected as the cause. The response further states that complainant requested a leak adjustment on January 24, 2017, and that the adjustment was rejected the same day as contrary to

Jonathan Creek's tariff. That tariff provides for a leak adjustment when the customer presents proof of repairs within ten days of being notified by Jonathan Creek of a suspected leak. Jonathan Creek further states that the complainant did not present Jonathan Creek with proof that the leak was repaired within the ten days provided for in the tariff.

Based on the pleadings and being otherwise sufficiently advised, the Commission finds that the complainant, Theo Havus Gammel, should have 14 days to provide any additional information for consideration by the Commission. Upon the expiration of the 14-day period, this case will stand submitted for a decision based on the record.

IT IS THEREFORE ORDERED that:

1. The complainant, Theo Havus Gammel, shall have 14 days from the date of this Order to provide any additional information for consideration by the Commission.

 Upon the expiration of the 14-day period, this case shall stand submitted for a decision based on the record.

By the Commission

ENTERED MAY 11 2017 KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

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Executive Director

Case No. 2017-00082

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