

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LOWELL DEWAYNE SHEPHERD)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2019-00259
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

Kentucky-American Water Company (Kentucky-American) is hereby notified that it has been named as a defendant in a formal complaint (Complaint) filed on June 21, 2019, a copy of which is attached hereto. The Complaint, filed by Lowell DeWayne Shepherd (Mr. Shepherd), states that Kentucky-American overcharged him for water that he did not use in February 2019.¹ Mr. Shepherd asserts that when Kentucky-American tested his water meter, the flow rates were accurate, but the meter was “scrapped” due to not transmitting properly.² Mr. Shepherd requests that all the excess charges be refunded to his account.³ Mr. Shepherd further states that he entered into a payment plan with Kentucky-American so his water service would not be disconnected.⁴

¹ Complaint at unnumbered page 1.

² *Id.* at 1–2.

³ *Id.* at 2.

⁴ *Id.*

Pursuant to 807 KAR 5:001, Section 20, it is HEREBY ORDERED that:

1. Kentucky-American is to satisfy the matters complained of or is to file a written answer to the Complaint within ten days from the date of entry of the Order.
2. Kentucky-American shall file copies of all bills into the record that were issued to Mr. Shepherd in 2018 and 2019 up until the present day, within ten days from the date of entry of the Order.
3. 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. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so personal information cannot be read.

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By the Commission

ENTERED
AUG 30 2019
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

Case No. 2019-00259

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2019-00259 DATED **AUG 30 2019**

TWO PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

JUN 21 2019

PUBLIC SERVICE COMMISSION

In the matter of:

Lowell DeWayne Shepherd
(Your Full Name)
COMPLAINANT

VS.

Kentucky American Water
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Lowell DeWayne Shepherd respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

(Your Address)

(b) _____
(Name of Utility)

(Address of Utility)

(c) That: I was incorrectly charged in Feb 2019
(Describe here, attaching additional sheets if necessary,

for having used 62,084 gallons of water
the specific act, fully and clearly, or facts that are the reason

from Jan 14 2019 to Feb 11 2019.
and basis for the complaint.)

The meter was replaced and tested

Continued on Next Page

Formal Complaint

_____ vs. _____

Page 2 of 2

to show flow rates accurate but it was "scooped" due to not transmitting correct data. There is no explainable way I used this amount in this time frame.

Wherefore, complainant asks I ask all the excess
(Specifically state the relief desired.)

charges from that bill be refunded/credited to my bill, as I have begun a payment plan after threat of turning off water by Kentucky American water agent.

Dated at Lexington KY, Kentucky, this 17th day
(Your City)

of June, 2019.
(Month)

Howell Dew
(Your Signature*)

(Name and address of attorney, if any)

6-17-19
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the Commission.

Lowell DeWayne Shepherd
2298 Stonewood Lane
Lexington, KENTUCKY 40509

*Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502