

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MORGAN TAYLOR)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2023-00155
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

On May 4, 2023, Morgan Taylor tendered a formal complaint against Kentucky-American Water Company (Kentucky-American), alleging that Kentucky-American incorrectly billed her for using a large amount of water on her January 2023 water bill for water usage between December 13, 2022, and January 11, 2023, that she claims she did not use.¹ Ms. Taylor alleged that she should only be billed for the corrected amount.

As discussed below, additional information is needed for a determination whether the complaint meets the legal standard to be accepted for filing. Also, as discussed below, Kentucky-American is in the best position to provide the necessary information and, through this Order, is directed to provide the requested information.

LEGAL STANDARD

Commission regulation 807 KAR 5:001E, Section 20, governs the filing of a formal complaint. In accordance with 807 KAR 5:001E, Section 20(1)(c), a complaint must state

¹ Morgan Taylor Complaint at unnumbered page 1.

“[f]ully, clearly, and with reasonable certainty, the act or omission” that the complaint alleges the utility failed to comply with and facts, with details, of the alleged failure. In accordance with 807 KAR 5:001E, Section 20(4)(a), the Commission examines a complaint to determine whether the complaint establishes a prima facie case and conforms to the administrative regulation. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

DISCUSSION AND FINDINGS

In her complaint, Ms. Taylor alleged that Kentucky-American improperly billed her for water that she did not use and that her typical water bills average approximately \$30.² Ms. Taylor stated that her January 2023 bill for service rendered between December 13, 2022, and January 11, 2023, reflected water usage totaling \$745.62.³ Ms. Taylor stated that she hired a plumber, and the plumber could not find a leak on her premises.⁴ Ms. Taylor further stated that Kentucky-American has not responded to requests to address the issue.⁵

Based on a review of the complaint, the Commission is unable to determine, at this time, whether the complaint establishes a prima facie case. However, there are allegations that support further investigation into the merits of the complaint. The Commission concludes that the information that will assist in making that determination

² Morgan Taylor Complaint at unnumbered page 1.

³ Morgan Taylor Complaint at unnumbered page 1.

⁴ Morgan Taylor Complaint at unnumbered page 1.

⁵ Morgan Taylor Complaint at unnumbered page 2.

is in the possession of Kentucky-American, as opposed to in the possession of Ms. Taylor. Therefore, the Commission finds that Kentucky-American should file, within 15 days of service of this Order, the following information:

- Copies of Ms. Taylor's bills from January 2022 to the present;
- A copy of any meter test conducted on the meter that registered usage at Ms. Taylor's residence between December 13, 2022, and January 11, 2023;
- An hourly breakdown in water usage for the dates in question: December 13, 2022, through January 11, 2023; and
- A copy of Kentucky-American's notice to Ms. Taylor regarding any deviation from historical water usage, as required by Kentucky-American's Tariff Sheet No. 9, First Sheet No. 13; Section (j).
- A copy of any service ticket for maintenance or repair work done at Ms. Taylor's property, adjacent properties, or on the water mains or appurtenances within 500 yards of Ms. Taylor's property between October 1, 2022, and February 28, 2023.

A copy of Ms. Taylor's complaint is attached as an Appendix to this Order so that Kentucky-American can identify the correct account and subject of her complaint.

IT IS THEREFORE ORDERED that:

1. Kentucky-American shall file the following within 15 days of service of this Order:

- a. Copies of Ms. Taylor's bills from January 2022 to the present;
- b. A copy of any meter test conducted on the meter that registered usage at Ms. Taylor's residence between December 13, 2022, and January 11, 2023;
- c. An hourly breakdown in water usage for the service time in question: December 13, 2022, through January 11, 2023; and

d. A copy of Kentucky-American's notice to Ms. Taylor regarding any deviation from historical water usage as required by Kentucky-American's Tariff Sheet No. 9, First Sheet No. 13; Section (j).

e. A copy of any service ticket for maintenance or repair work done at Ms. Taylor's property, adjacent properties, or on the water mains or appurtenances within 500 yards of Ms. Taylor's property between October 1, 2022, and February 28, 2023.

2. Kentucky-American shall file the documents pursuant to ordering paragraph 1 by electronic mail to PSCED@ky.gov.

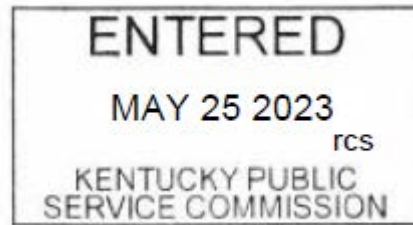
3. A copy of this Order shall be mailed by U.S. Mail to Ms. Taylor at 4464 Stuart Hall Blvd., #5102, Lexington, Kentucky 40509.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman

 / *Att with permission*
Commissioner



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00155 DATED MAY 25 2023

TWO PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Morgan Taylor
(Your Full Name)
COMPLAINANT

VS.

Kentucky American Water
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Morgan Taylor respectfully shows:
(Your Full Name)

(a) Morgan Taylor
(Your Full Name)

4464 Stuart Hall Blvd #502, Lexington, Ky 40509
(Your Address)

(b) Kentucky American Water
(Name of Utility)

2300 Richmond Rd, Lexington Ky 40502
(Address of Utility)

(c) That: Water bill I recieved for service
(Describe here, attaching additional sheets if necessary,

period 12/13/22 - 1/11/23 was \$745.⁰². I live
the specific act, fully and clearly, or facts that are the reason
alone & had a plumber come confirm that there
and basis for the complaint.)

are no leaks. My bill is normally around \$30.

Continued on Next Page

Formal Complaint

Morgan Taylor vs. Kentucky American Water

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The water company refuses to fix this issue.

Wherefore, complainant asks To have my 12/13/22 - 1/11/23
(Specifically state the relief desired.)
bill reduced to my normal bill amount

(Account # [REDACTED])

Dated at Lexington, Kentucky, this 27th day
(Your City)

of April, 20 23.
(Month)

Morgan Taylor
(Your Signature*)

(Name and address of attorney, if any)

4/27/23
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.

Morgan Taylor
4464 Stuart Hall Blvd.
#5102
Lexington, KENTUCKY 40509

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

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