CASE NUMBER:

99-132



KY. PUBLIC SERVICE COMMISSION AS OF : 05/28/99



INDEX FOR CASE: 99-132 KENTUCKY-AMERICAN WATER COMPANY Complaints - Rates OF G. KURT VEALE

IN THE MATTER OF G. KURT VEALE VS. KENTUCKY-AMERICAN WATER COMPANY

SEQ	ENTRY	
NBR	DATE	REMARKS
0001	04/19/99	Order to Satisfy or Answer; info due 4/29
M0001	04/26/99	KY AMERICAN WATER COLEMAN BUSH-NOTICE OF MR VEALES ACCOUNT HAS BEEN ADJUSTED
0002	05/18/99	Order directing Veale to notify if complaint resolved or case s/be dismissed.
M0002	• . • .	KURT VEALE FDIC-RESPONSE TO ORDER OF MAY 18,99 CONCERNING COMPLAINT BEING RESOLVED
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G. Kurt Veale 3516 Windgate Way Lexington, Kentucky 40517

ALL SIGS

May 23, 1999

Helen C. Helton, Executive Director Kentucky Public Service Commission 730 Schenkel Lane P.O.B. 615 Frankfort, KY 40602

Subject: Case Number 99-132, Order of May 18, 1999

Dear Executive Director Helton,

Pursuant to the subject Order, I am advising The Commission in writing that I believe that the complaint has been resolved. Recent billings from KAWC agree with the utility's correspondence to you and me regarding the required meter and billing corrections. At last, allegations of my apparent unquenchable thirst, compulsive bathing habits or secret car washing business have been laid to rest! I also accept the apology of Mr. Larry Burns, on behalf of KAWC.

Please extend my thanks, to each member of your staff who was involved with this matter. Everyone treated me with concern, courtesy and professionalism. On one hand, I somewhat regret having to take up the Commission's time and resources with such a relatively minor matter. But yet, as a taxpayer and consumer, I am quite pleased that your office was there to reign-in a utility company that was wrong and unresponsive. This is truly a case where "the little guy" got the backing and support he deserved and justice was found.

My business card is enclosed, if I may assist you or your staff in my official capacity, please call on me.

Sincerely. G. Kurt Veale

FDIC

G. Ki eale Bank Laminer

FEDERAL DEPOSIT INSURANCE CORPORATION

Regional Office 5100 Poplar Avenue Suite 1900 Memphis, Tennessee 38137 (901) 685-1603

Lexington Field Office 3175 Custer Drive, Suite 102 Lexington, KY 40517 (606) 273-5112 FAX (606) 271-3915 Internet: gveale@fdic.gov



COMMONWEALTH OF KENTUCKY **PUBLIC SERVICE COMMISSION** 730 SCHENKEL LANE POST OFFICE BOX 615 FRANKFORT, KY. 40602 (502) 564-3940

May 18, 1999

Mr. Coleman Bush Kentucky-American Water Company 2300 Richmond Road Lexington, KY. 40502

G. Kurt Veale 3516 Windgate Way Lexington, KY. 40517

RE: Case No. 99-132

We enclose one attested copy of the Commission's Order in the above case.

Sincerely, Stephan Ser

Stephanie Bell Secretary of the Commission

SB/hv Enclosure

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE

v.

COMPLAINANT

KENTUCKY-AMERICAN WATER COMPANY DEFENDANT CASE NO. 99-132

<u>ORDER</u>

On April 7, 1999, G. Kurt Veale ("Complainant") filed a formal complaint alleging that Kentucky-American Water Company ("KAWC") improperly billed the Complainant for water service to his home. On April 19, 1999, the Commission ordered KAWC to satisfy or answer the complaint. In a response filed on April 26, 1999, KAWC informed the Commission that it had reviewed the Complainant's account and adjusted it according to its findings. KAWC states that it has informed the Complainant of the adjustment and requests that the case be considered closed. The Commission, being sufficiently advised, HEREBY ORDERS that within 10 days of the date of this Order, the Complainant shall notify the Commission in writing whether he believes the complaint has been resolved. If no response is received by the Commission, this complaint shall be dismissed without further Order.

Done at Frankfort, Kentucky, this 18th day of May, 1999.

By the Commission

ATTEST:

Executive Director



Kentucky-American Water Company

2300 Richmond Road • Lexington, Kentucky 40502 • (606) 269-2386 • Fax (606) 268-6327

April 22, 1999

Ms. Helen C. Helton, Executive Director Kentucky Public Service Commission 730 Schenkel Lane P.O. Box 615 Frankfort, KY 40602

APR 2 6 1999 PUELICE

Tw.

Mr. G. Kurt Veale 3516 Windgate Way Lexington, KY 40517

Re: Case No. 99-132

We have completed our investigation of the referenced case and have responded directly to the customer as stated in the attached letter by Larry Burns dated April 21, 1999.

Mr. Veale's account has been adjusted as detailed in the letter and we ask that this case be considered closed.

We certainly apologize to Mr. Veale in not conducting our review of his account in a more timely manner. INFO IN Man File

Sincerely,

non Bush led

Coleman Bush

Cc: H I

Herb Miller Larry Burns Emma Dailey



2300 Richmond Road · Lexington, Kentucky 40502 · (606) 269-2386 · Fax (606) 268-6327

April 21, 1999

Mr. G. Kurt Veale 3516 Windgate Way Lexington, KY 40517

Re: Public Service Commission Case No: 99-132



Dear Mr. Veale:

Thank you for your patience with Kentucky–American Water Company as we have investigated your concern regarding the abnormal water usage billed on March 3, 1999

We have just completed another review of your account along with your neighbor's account at 3512 Windgate Way. It appears that the meter readings on the two meters that share one meter box on the property line were incorrectly applied. This situation was corrected when the meter that serves 3512 Windgate Way was changed in February. However we did not adjust your reading at that time in order to correct your account.

Your account has now been corrected and an adjustment has been made to your account as follows:

Billed		Adjusted Bill
3/3/99		<u>4/21/99</u>
73.68	Water	13.05
76.12	Sewer	5.92
4.50	Landfill	4.50
1.09	Withdrawal Fee	.10
<u> </u>	Taxes	65
159.13	Total	24.22

I certainly want to apologize for the confusion in your billing and in the way in which your account has been handled since you brought the problem to our attention. I hope future contacts with Kentucky–American Water Company will be to your complete satisfaction.

Sincerely,

Kang Burn

Larry Burns

CC: Ms. Helen C. Helton PSC Roy Mundy Coleman Bush Emma Dailey

APR 2 6 1939 PUNIC STRUCE 7...)

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50% of Excess or										
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Calculation of Average Consumption

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62080-13

SERVICE NO.: ____ ACCOUNT NO .: _ REVENUE CLASS:

CREDIT MEMORANDUM

Kurt

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Vedle

NAME: DATE:

4-21-99

REASON FOR ADJUSTMENT BE

Cox Form 103-B

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is being adjushed to a user of it. This is equal to the avery wase This cansed the abnormally high wase on thes accord. This Accord at 3512 Windsolv way was corrected by changing the mater if Feb 1999. were obtained on both 3516 and 3512 windsafe way. The account correct but over the last Bor 4 months conflicting readings Further review of this Account shows the meter pending to be incorrectly keyed on This Account. The reading is now duries the pried color to 5/28. °

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•					READ DATE	02/02/08	10/21/07	LO/ LO/ CL	15/10/21	12/01/97	10/31/97	10/01/97	09/02/97	08/01/97	7/10/70	06/18/97	06/02/97

CMD-1 CANCEL JOB CMD-3 PREVIOUS SCREEN

HELP - HELP

			BALANCE	159.13	190.28	159.13	0.00	11.67	00.00	11.67	0.00	11.67	0.00	17.95	0.00	29.21	0.00		
INF07L 04/20/99		TRANS	AMOUNT	31.15-	31.15	159.13	11.67-	11.67	11.67-	11.67	11.67-	11.67	17.95-	17.95	29.21-	29.21	17.95-		
ACTIVE 05/20/97	RES. MONTHLY WATER	USSUSS-UB	CHARGE	00.00	4.50	4.50	4.50-	4.50	4.50-	4.50	4.50-	4.50	4.50-	4.50	4.50-	4.50	4.50-	N	
1.1	1 1		FER	0.00	0.15	1.09	0.00	0.00	0.00	0.00	0.00	0.00	0.05-	0.05	0.18-	0.18	0.05-	CMD-3 PREVIOUS SCREEN	2113
JIRY *** ACCOUNT STATUS ON / OFF DATE	REVENUE CLASS SERVICE CLASS	KY SALES WITHDRA	TX SEVER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	00.00	0.00	00.0	0.00	CMD-3 PK	
varle ino		FRANCEL SE	FEE	00.00	0.33	1.50	0.00	0.14	0.00	0.14	0.00	0.14	0.00	0.20	0.00	0.36	0.00	t	n
*** ACCOUNTS RECEIVABLE INQUIRY *** ACCOUNT ON / OF	0311-0740	COUNTY	TAX	00.00	0.49	2.24	0.00	0.20	0.00	0.20	0.00	0.20	0.00	0.30	00.00	0.54	0.00		SATUASIC II-CMC
*** ACCO	***	KY SALES	TX WATER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	00.0	0.00	00.0	ĺ	
0 5	COUNTY CRDERS - *** NONE	04/06/99 Senter	AMOUNT	0.00	9.52	76.12	0.00	0.00	0.00	0.00	0.00	0.00	2.96-	2.96	5.92-	5.92	2.96-	8	RUS
380 01361358-03 0 VEALE G KURT 3516 WINDGATE WA	ITE COUNTY ING ORDERS	DATE (TNUOMA	31.15-	16.16	73.68	7.17-	6.83	7.17-	6.83	7.17-	6.83	10.44-	9.94	18.61-	17.71	10.44-	CMD-1 CANCEL JOB	MORE RECO
380 (VEAL) 3516	FAYE	BILL BATCH	USAGE	40	و	43	48	0	45	0	31	0	32	2	38	2	34		
				011		03/03/99 003	02/18/99 110	02/03/99 003	011 66/61/10	01/06/99 003	12/28/98 110	12/03/98 003	11/18/98 110	11/04/98 003	10/15/98 110	10/05/98 003	011 /011/0C		

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				mentione	AMUUNI	30.11	342.13-	23.18	23.18	358.71	3.60-	25.20-	28.80-	162.56-	126.95	69.68-	10.80-	40.48	202.64		
INF03B 04/20/99			æ	ACT E	rkis v	1					-1	-1	-1		1	-1	-1		-		
	93		MONTHLY WATER 068088-0A	SEASONAL	USAGE	5		'n	ഗ	102					35			10	L		
	S - ACTIVE - 06/11/93	I	1.1		USAGE	L	0	ഗ	ഹ	102	0	0	0	-86	35	42-	0	10	111	NFORMATION	held - held
***	ACCOUNT STATUS - ACTIVE ON / OFF DATE - 06/11/		SERVICE CLASS SERVICE NUMBER		GALLON CODE	100 CUBIC FEE	100 CUBIC FEE	100 CUBIC FEE	100 CUBIC FEE	CUBIC I	100 CUBIC FEE	-	CUBIC	100 CUBIC FEE	CUBIC	CUBIC	CUBIC	CUBIC	100 CUBIC FEE	CMD-2 PAGE AHEAD TO ADDITIONAL INFORMATION	-
KENTUCKY-AMERICAN WATER CO. BIILED USAGE HISTORY INCUTRY	I		0311-0760	ADJ REAS NO.	IND CODE PER		OR 01	• •			OR 01	08 01 01		••	Ч	1 0E	OE 01	-1	⊷4	CMD-2 PAGE AHEAN	
tucky-amer Lled Usage	: 		* * *		READING	~	0	628	623	618	0	0	0	516	614	579	0	621	611		
1 4			NONE	READ				ER										ER			7
380	380 01361379-04 4 LEWIS ROBERT	WINDGATE WA	TTE COUNTY ING ORDERS - ***	BILL	CODE	REGULAR BILL		ESTIMATE BILL	REGULAR BILL	REGULAR BILL					REGULAR BILL			ESTIMATE BILL	REGULAR BILL)-1 CANCEL JOB	-3 PREVIOUS SCREEN
	380 LEWI	3512	FAYE	NO.	DAYS	33	0	28	29	31	0	0	0	0	31	17	0	30	30	ð	Ś
				TRAN			ť	භී	ម	පී	IJ	บ	IJ	CCP	80 10	CCA	IJ	පි	ម		
					READ DATE	03/31/99	03/18/99	02/26/99	01/29/99	12/31/98	12/16/98	12/16/98	12/09/98	12/08/98	11/30/98	11/18/98	11/18/98	10/30/98	09/30/98		

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		0.00	0.00	26.62 7 99-	334.14	361.82	361.82	334.14 364.14	0.93	36.53	
INF07L 04/20/99		23.10-									
- ACTIVE - 06/11/93	RES. MONTHLY WATER 068088-0A NUL LANDFILL	CHARGE 4.50-	0.00 13.50-	4.50	0.00	4.50	4.50	0.00	13.50-	0.00	NEEN
ATUS - ACT ATE - 06/	ASS - RES ASS - MON MBER - 068 WITHDRAWL	FER 0.52-	0.00	0.18	0.00	0.13	0.13	0.00	0.41-	0.00	CAD-3 PREVIOUS SCREEN HELP - HELP
LIKX *** ACCOUNT STATUS - ON / OFF DATE -	REVENUE CLASS - RES. SERVICE CLASS - MONTHLY WATE SERVICE NUMBER - 068088-0A E KY SALES WITHDRAWL LANDFILL	TX SEWER 0.00	00.0	0.00	0.00	0.00	00.00	0.00	0.00	0.00	Cado-3 Pr HELP - H
*** ACCOUNTS RECEIVABLE INQUIRY *** ACCOUNT ON / OF	FRANCHI SE	FER 0.00	0.00	0.36	3.13-00.00	0.29	0.00	0.00	0.00	0.00	2
ONTS RECEI	0311-0760	TAX 0.00	0.00	0.54	4.70~	0.44	0.00	00.0	5.04 0.00	0.00	cm-11 DISPUTES
*** ACCC	* * * 2	TX WATER								0.00	
4	3512 WINDGATE WA FAYETTE COUNTY PENDING ORDERS - *** NONE BILL DATE 04/06/99	AMOUNT 18.08-	0.00	11.32	177.88-	7.72	0.00	3.27-	182.32	3.60-	0B ORDS
01361379-04 S_ROBERT	WINDGATE TTE COUNTY ING ORDERS DATE	AMDUNT	23.10	0.00	153.92-	21.68-	27.68-	14.60 26.73-	165.41	00.0	CAD-1 CANCEL JOB CAD-2 MORE RECORDS
380 LEWI	3512 FAYE PEND	USAGE		18 7	0	19 5	18 ,	13 5	102	00	
		DATE DESC	4/14/99 025	4/13/99 100	3/18/99 014	13/11/99 100	2/12/99 100	12/03/99 003	1/06/99 003	2/18/98 100 2/16/98 014	ETD 06/01/7.





COMMONWEALTH OF KENTUCKY **PUBLIC SERVICE COMMISSION** 730 SCHENKEL LANE POST OFFICE BOX 615 FRANKFORT, KY. 40602 (502) 564-3940

April 19, 1999

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Roy W. Mundy President Kentucky-American Water Company 2300 Richmond Road Lexington, KY. 40502

G. Kurt Veale 3516 Windgate Way Lexington, KY. 40517

D. Griffin _ R. Mundy 🖸 J. Hill C. Bush _ Comments: N. Rowe __ H. Miller 11 . E. Grubb _ D. Baker B. Brown P. McConathy ____ D. Whitehouse _____ D. Braxton L. Bridwell S. Stockton Return To 11 L. Burns File # D. Taylor ____ Discard J. Routt_____

RE: Case No. 99-132

We enclose one attested copy of the Commission's Order in the above case.

Sincerely,

De

Stephanie Bell Secretary of the Commission

SB/sa Enclosure

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE

V.

COMPLAINANT

KENTUCKY-AMERICAN WATER COMPANY

DEFENDANT

CASE NO. 99-132

ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("KAWC") is hereby notified that it has been named as defendant in a formal complaint filed on April 7, 1999, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KAWC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from 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.

Done at Frankfort, Kentucky, this 19th day of April, 1999.

By the Commission

ATTEST: Executive Direc

COMMONWEALTH OF KENTUCKY

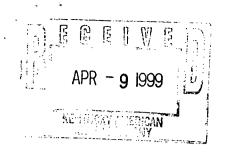
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of: G. KURT VEALE RECEIVED COMPLAINANT KENTUCKY AMERICAN WATER APR 07 1999 PUBLIC SERVICE COMMISSION case DEFENDANT 99-132 COMPLAINT The complaint of <u>G. KURT VEALE</u> respectfully shows: (Your Full Name) G. KURT VEALE (a) 3516 WINDGATE WAY LEXINGTON, KY 40517 (Your Address) KENTUCKY AMERICAN WATER (b) LEXINGTON, KY (Address of Utility) That: FALSE AND ELLONEOUS BILLING FOR (Describe here, using additional sheets if necessary, the (C) WATER SERVICE, DUE TO INACCORATE specific act, fully and clearly, or facts that are the reason and basis METER READING AND DATA ENTRY PRACTICES AS A RESULT, WATER BILL FOR 1999 WAS EXCESSIVE FAR MORE THAN AMOUNT

G. KURT VEALE

Formal Complaint Page 2 G. KURTVEALE V. K. A. W.C. USED IN ANY 30 DAY PERIOD PRIOR. WHEN ASKED TO EXPLAIN CHARGES, KAWC EMPLOYEES COULD NOT, BUT INSTEAD BECAME JURLY AND UNCOOPERATIVE AND WOULD NOT RETURN CALLS. A SIMILUR INCIDENT HAPPENED IN MAY OR JUNE 1997 WHERE THEY ASSURED ME THAT A \$250 SINGLE MONTH BILL WAS CORRECT, ONLY TO DISCOVERY IT WAS DUE TO THE PRIOR HOMEOWNER, NOTME. Wherefore, complainant asks <u>*HLREDITFORTHE</u>* (Specifically state the relief desired.)</u> DISPUTED AMOUNT OF \$1607-, AND A REBILLING FOR THE 30 DAY Average Bill AMOUNT OF MY USEAGE, AND AN APOLOGY Dated at <u>LEXINGTON</u>. Kentucky, this <u>54</u> day of April 1999. (Your City) (Name and Address of Attorney, if any.)

G. KURT VEALE 3516 W.NDGATE WAY





COMMONWEALTH OF KENTUCKY **PUBLIC SERVICE COMMISSION** 730 SCHENKEL LANE POST OFFICE BOX 615 FRANKFORT, KY. 40602 (502) 564-3940

April 8, 1999

R. Mundy	DD.
C. Bush QC 4/1	
N. Rowe	Comp
H. Miller	
E. Grubb	-
D. Baker	-
B. Brown	•
P. McConathy	-
D. Whitehouse	-
D. Braxton	•
L. Bridwell	-
S. Stockton	-
L. Burns	
D. Taylor	G File
	D Disc

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Roy W. Mundy President <u>Kentucky-American Water Company</u> 2300 Richmond Road Lexington, KY. 40502

G. Kurt Veale 3516 Windgate Way Lexington, KY. 40517

RE: Case No. 99-132 KENTUCKY-AMERICAN WATER COMPANY (Complaints - Rates) OF G. KURT VEALE

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received April 7, 1999 and has been assigned Case No. 99-132. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at 502/564-3940.

Sincerely,

Stephanie Bell Secretary of the Commission

SB/jc

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		·	Our customer servi that we would be he and give him the sa \$159.13 approx. 5 r was extremely rudo representatives and account. We canno actually used. He h I was in a meeting	appy to set up me amount of nonths, as it di e and threateni l demanded we ot do that, beca nad requested	payment time to paid for us t ing to our adjust thuse the w to speak t	arrangeme ay the balan o detect the customer s he entire billy ater and se to me, but u	nts with him nce of error. He ervice Il off his ewer were nfortunately
			WORK ORDER S 3/15. METER WI				
			On 3/17, meter test copy is being faxed			thing tested	ok and a
-			Received in the ma copy of the attache had better continu payments from hir	ed letter saying e supplying his	simply n m service	ot paying a without fu	nd KAWC
			Check app	ropriate answer	s:		
	A .	Contact customer?	YesNo	How?	Phone	Letter	Both
	В.	Contact PSC?	YesNo	How?	Phone	Letter	Both
	Final	Resolution:	Meter test was comp Veale to set up payn does not wish to pay final response from he will still be eligib	nent arrangement for the service the PSC. His ac	nts over ne we have pr	ext 5 months, rovided him.	but he simply Will wait for

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Result in Formal Complaint? Yes No

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PUBLIC SERVICE COMMISSION Complaint Sheet

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Date Received:	March 11, 1999
Date Acknowledged to PSC:	March 11, 1999
Customer:	Kurt G. Veale
Address:	3516 Wind Gate way, Lexington, KY 40517
Account Number:	380-01361358-03 0 Service Number: 068088-OB
Telephone Number:	606-272-3424 (Home) 606-273-5112 (Work)
PSC Agent:	J. R. Johnson
Received By:	Emma Dailey
Nature of Complaint:	Billing (High Bill Consumption)
Customer Relations:	Give Conflicting Information Utility Information for KAWC
Nature of Complaint:	Received a bill for \$159.70 (W-\$73.63 – S-\$76.12 – 28 days 1/29 – 2/26). Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK, but data input incorrectly. Last bill was \$11.57. Does not understand how the bill could get to be so high and KAWC will not listen to a reasonable solution.
Required Followup:	After researching this complaint, this is an explanation of what transpired. We found that customer has not been billed for sewer and water since October, 1998, and has only been billed for monthly meter charge.
	On 9/30/98, the actual meter reading was 586 ccf. The reason for the confusion is because the 10/30 bill, (which was an estimated bill) had a reading of 588ccf. In addition, the 11/30, 12/31 & 1/29/99, also showed an actual read of 588ccf, which is obviously an error. This was not detected in our billing edits. However, if you take the reading of 586 ccf on 9/30, from the most current reading of 631 ccf, it clearly shows a total of 45 ccf less the 2 ccf estimated bill of 10/30, which was paid, and it leaves a balance of 43 ccf still due. The 2/26/99, bill showed an actual meter read of 631 ccf. See copies of billed history and usage attached.
	On March 3, we sent out an order for an actual read & to check for leaks. There were no leaks and the meter read 634 ccf. was done on 3/10/99. This is actual usage from October to current and is a correct amount due. Customer spoke to meter reader and was not happy & said he would call the office.



Kentucky-American Water Company

2300 Richmond Road • Lexington, Kentucky 40502 • (606) 269-2386 • Fax (606) 268-6327

TELECOPY TRANSMITTAL SHEET

FAX NUMBER (606) 268-6315 We have a Ricoh Model FAX2700L

DATE:	3/13/99
COMPANY:	PSC
HAND TO:	Sim Johnson 502-564-1582
FROM:	Emma Dailey
	Number of pages, including cover:
	If you have any problems with receiving this fax, please call:
	Phone:Ask for:
	Hard copy mailed: YesNo

PLEASE DELIVER TO THE ABOVE NAMED PERSON IMMEDIATELY.

The information contained in this transmission is privileged, confidential and intended only for the use of the individual or entity named above. If you have received this communication in error, please notify Kentucky-American Water Company immediately by telephone, collect, and return the original message to us at the address shown via the U.S. Postal Service. You will be reimbursed for the required postage. Thank you.

MESSAGE:

Illue muser

KENTUC K - AMERICAN WATER C APANY

Customer Name: <u>Kurt G. Veale</u> Account	nt Number: <u>1361358-03</u>
Service Address: <u>3516 Windgate Way</u>	Service Number: <u>68088-0B</u>
Meter Size: <u>58 Make TNumber 408914</u>	Test Scheduled: Date <u>3117</u> Time@nyTime
Readings	% of Required

	GPM	Begin	End	Accuracy	Accuracy	
Low Flow	14	67000	67965	96.5	90.0%-101%	Yel.
Intermediate Flow	2	6800	6900	100	98.5%-101.5%	CC V
Maximum Flow	15	6900	7897	9.9.7	98.5%-101.5%	

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW.

		Read	ings		0/ of
Flow Rate % of Capacity		GPM	Begin	End	% of Accuracy
25%					
50%					
75%					
Average of All 3 Tes	ts:				
Less Standard:	100%				
Equals % of Error:	<u> </u>	Fast	Slow		
Before Test Reading	063566	Afte	r Test Reading:	063578	
Customer Witness?	Yes	No _	V		
IF PERCENT OF I BELOW	ERROR IS GREAT	ER THAN 2%	THEN COMPLE	FE THE APPRO	PRIATE SECTION
Length of time error	is known to have ex	isted:		·····	
FAST METER basi	s for refund:			Amount of R	efund:
SLOW METER bas	sis for additional bill:		Am	ount of Additiona	1 Bill:
COMMENTS:					
C	Customer Service Dire Customer Service Dire Customer with Letter		Meter Envel Service File PSC Compla	Bil	ter Dept. File ling Dept. File

KENTUCKY-AMERICAN WATER COMPANY

Dear Customer:

Kentucky Public Service Commission Regulation 807 KAR 5:006, Section 18 states that a customer's request to test a meter must be made in writing. Such request may be made once in a twelve (12) month period. You are encouraged to be present at the test which is held at Kentucky-American Water Company's meter laboratory.

If the required test results are greater than 2 percent fast or slow, the account will be credited or additional billed. The adjustment will be based on the period of time the error is known to have existed or twelve (12) months, whichever is less.

If you are not satisfied with Kentucky-American's meter test results, you may make written application to have your meter tested by the Public Service Commission. Such request may not be made more frequently than once each twelve (12) months. Application may be made by writing:

> Commonwealth of Kentucky Public Service Commission 730 Schenkel Lane P.O. Box 615 Frankfort, KY 40602

If you desire a meter test by Kentucky-American Water Company, please sign below and return this form to our office:

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

Telephone Number

Date

I would like to witness the test:

_____ Yes _____ No

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(See Reverse for Test Results)

PUBLIC SERVICE COMMISSION Complaint Sheet

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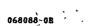
Date Received:	March 11, 1999
Date Acknowledged to PSC:	March 11, 1999
Customer:	Kurt G. Veale
Address:	3516 Wind Gate way, Lexington, KY 40517
Account Number:	380-01361358-03 0 Service Number: 068088-OB
Telephone Number:	606-272-3424 (Home) 606-273-5112 (Work)
PSC Agent:	J. R. Johnson
Received By:	Emma Dailey
Nature of Complaint:	Billing (High Bill Consumption)
Customer Relations:	Give Conflicting Information Utility Information for KAWC
Nature of Complaint:	Received a bill for \$159.70 (W-\$73.63 – S-\$76.12 – 28 days 1/29 – 2/26). Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK, but data input incorrectly. Last bill was \$11.57. Does not understand how the bill could get to be so high and KAWC will not listen to a reasonable solution.
Required Followup:	After researching this complaint, this is an explanation of what transpired. We found that customer has not been billed for sewer and water since October, 1998, and has only been billed for monthly meter charge.
	On 9/30/98, the actual meter reading was 586 ccf. The reason for the confusion is because the 10/30 bill, (which was an estimated bill) had a reading of 588ccf. In addition, the 11/30, 12/31 & 1/29/99, also showed an actual read of 588ccf, which is obviously an error. This was not detected in our billing edits. However, if you take the reading of 586 ccf on 9/30, from the most current reading of 631 ccf, it clearly shows a total of 45 ccf less the 2 ccf estimated bill of 10/30, which was paid, and it leaves a balance of 43 ccf still due. The 2/26/99, bill showed an actual meter read of 631 ccf. See copies of billed history and usage attached.
	On March 3, we sent out an order for an actual read & to check for leaks. There were no leaks and the meter read 634 ccf. was done on 3/10/99. This is actual usage from October to current and is a correct amount due. Customer spoke to meter reader and was not happy & said he would call the office.

		Our customer services representatives tried to explain to Mr. Veale that we would be happy to set up payment arrangements with him and give him the same amount of time to pay the balance of \$159.13 approx. 5 months, as it did for us to detect the error. He was extremely rude and threatening to our customer service representatives and demanded we adjust the entire bill off his account. We cannot do that, because the water and sewer were actually used. He had requested to speak to me, but unfortunately I was in a meeting and could not get back to him in time.									
		WORK ORDER S 3/15. METER W									
		On 3/17, meter tes copy is being faxed	-		thing tested	l ok and a					
		Received in the ma copy of th e attach had better continu payments from hi	ed letter sayin 1e supplying h	g simply n im service	ot paying a without fu	nd KAWC					
			oropriate answe								
А.	Contact customer?	YesNo	How?	Phone	Letter	Both					
B.	Contact PSC?	Yes No	How?	Phone	Letter	Both					
Final	Resolution:	Meter test was completed and checked OK. KAWC has tried to allow Mr. Veale to set up payment arrangements over next 5 months, but he simply does not wish to pay for the service we have provided him. Will wait for final response from the PSC. His account has not been placed on hold and he will still be eligible for shutoff.									

Result in Formal Complaint? Yes____No____

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KENTUCKY - AMERICAN WATER COMPANY 2300 RICHMOND ROAD LEXINGTON, KY 40502-1308

ACCOUNT NUMBER	38001361358
AMOUNT DUE	\$159.1
DUE DATE	03-15-199

VEALE G KURT 3516 WINDGATE WA LEXINGTON KY 40517-2028

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Service address: 3516 WINDGATE WA

CHECK TO REQUEST RATE SCHEDULE____

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Please return this portion with check money order payable to KAWC

KY-AMERICAN WATER CO. P.O. BOX 75159 Baltimore MD 21275-0159

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G. Kurt Veale

3516 Windgate Way Lexington, Kentucky USA 40517

March 11, 1999

Attention KAWC:

The attached water bill is grossly incorrect. You have made mistakes in the reading of my water meter; the input of that data into your computer and/or my water meter is defective. THIS IS YOUR PROBLEM AND MUST BE CORRECTED! I could not possibly use 32,250 gallons of water in a month in my small two bedroom, two bath home. I proposed a reasonable solution to your mistake, but your Customer Service Department in Lexington would not cooperate.

I have referred this matter to the Kentucky Public Service Commission Consumer Hotline as a Complaint. My contact there is Jim Johnson.

You will continue my water service without further payments from me, until this matter is resolved to my satisfaction.

Sincerely, G. Kurt Veale

PSC Consumer Complaint Sent: 3/12/99

Complaint Number: 19990778

Date Complaint Entered: 3/11/99

Customer Information Name : Veale, Kurt G.

Address: 3516 Wind Gate Way

Lexington, KY 40517

County : Fayette Home Phone: (606)272-3424 Work Phone: (606)273-5112 Customer can be reached at : Fax : Email : Complaint Reason : Billing (High bill/consumption)

Customer Relations : Give Conflicting Information Utility Information for Kentucky-American Water Company

Contact : Emma Dailey

Fax Number: E-Mail:

Investigator : JOHNSON

Acct # 38001361 358 03

Received a bill for \$159.70(W- \$73.63 - S-\$76.12 - 28 days 1/29 - 2/26) Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK but data input incorrectly. Last bill was \$11. 67 Does not understand how the bill could get to be so high and KAW will not listen to a reasonable solution. Explained PSC meter test procedures. Customer believes the usage is to much and it should be the responisbility responsibility of the utility to test the meter without charge. Want to file a formal complaint.

Meter will be pulled 3/16. Will be tested 3/17.

PUBLIC SERVICE COMMISSION Complaint Sheet

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Date Received:	March 11, 1999
Date Acknowledged to PSC:	March 11, 1999
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Address:	3516 Wind Gate way, Lexington, KY 40517
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Nature of Complaint:	Billing (High Bill Consumption)
Customer Relations:	Give Conflicting Information Utility Information for KAWC
Nature of Complaint:	Received a bill for \$159.70 (W-\$73.63 – S-\$76.12 – 28 days 1/29 – 2/26). Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK, but data input incorrectly. Last bill was \$11.57. Does not understand how the bill could get to be so high and KAWC will not listen to a reasonable solution.
Required Followup:	After researching this complaint, this is an explanation of what transpired. We found that customer has not been billed for sewer and water since October, 1998, and has only been billed for monthly meter charge.
	On 9/30/98, the actual meter reading was 586 ccf. The reason for the confusion is because the 10/30 bill, (which was an estimated bill) had a reading of 588ccf. In addition, the 11/30, 12/31 & 1/29/99, also showed an actual read of 588ccf, which is obviously an error. This was not detected in our billing edits. However, if you take the reading of 586 ccf on 9/30, from the most current reading of 631 ccf, it clearly shows a total of 45 ccf less the 2 ccf estimated bill of 10/30, which was paid, and it leaves a balance of 43 ccf still due. The 2/26/99, bill showed an actual meter read of 631 ccf. See copies of billed history and usage attached.
	On March 3, we sent out an order for an actual read & to check for leaks. There were no leaks and the meter read 634 ccf. was done on 3/10/99. This is actual usage from October to current and is a correct amount due. Customer spoke to meter reader and was not happy & said he would call the office.

		that we would be happy and give him the same a \$159.13 approx. 5 mont was extremely rude and representatives and den account. We cannot do actually used. He had r	Our customer services representatives tried to explain to Mr. Veale nat we would be happy to set up payment arrangements with him nd give him the same amount of time to pay the balance of 159.13 approx. 5 months, as it did for us to detect the error. He vas extremely rude and threatening to our customer service epresentatives and demanded we adjust the entire bill off his ccount. We cannot do that, because the water and sewer were ctually used. He had requested to speak to me, but unfortunately was in a meeting and could not get back to him in time.								
		Check appropria	ate answei	rs:							
А.	Contact customer?	YesNo	How?	Phone	Letter	Both					
В.	Contact PSC?	YesNo How? PhoneLetterBoth									
Final F	Resolution:										

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Result in Formal Complaint? Yes____No____

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jrjohnson@mail.state.ky.us on 03/11/99 10:35:40 AM

To: Emma Dailey/KAWC/AWWSC, Lee Vescio/KAWC/AWWSC cc:

Subject: Veale 778

<<claimemail.txt>>



- claimemail.txt

claimemail.txt

Page 1

PSC Consumer Complaint _ Sent: 3/11/99

Complaint Number: 19990778

Date Complaint Entered: 3/11/99

Customer Information Name : Veale, Kurt G.

Address: 3516 Wind Gate Way

Lexington, KY 40517

County : Fayette Home Phone: (606)272-3424 Work Phone: (606)273-5112 Customer can be reached at : Fax : Email : Complaint Reason : Billing (High bill/consumption)

Customer Relations : Give Conflicting Information Utility Information for Kentucky-American Water Company

Contact : Emma Dailey

Fax Number : E-Mail :

Investigator : JOHNSON

Acct # 38001361 358 03

Received a bill for \$159.70(W- \$73.63 - S-\$76.12 - 28 days 1/29 - 2/26) Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK but data input incorrectly. Last bill was \$11. 67 Does not understand how the bill could get to be so high and KAW will not listen to a reasonable solution.

. • •	VEAL	D1361358-03 E G KURT		*** ACCO	unts rece	l	QUIRY *** ACCOUNT STAT			INF07L 03/11/99	
		WINDGATE WA	1	0011	0740		ON / OFF DAT		97		
		ITE COUNTY	OVDOUMOD.		-0740		REVENUE CLAS		V (13000		
		ING ORDERS -		- NOT UPDAT	ED		SERVICE CLAS				
			3/03/99	WW 01100	COLUMNU		SERVICE NUME			MD3110	
	BATCH	WATER	SEWER	KY SALES	COUNTY		E KY SALES	WITHDRAWL	LANDFILL	TRANS	
DATE DESC	USAGE	AMOUNT	AMOUNT	TX WATER	TAX	FEE	TX SEWER	FEE	CHARGE	AMOUNT	BALANCE
03703799 003	43	73.68	76.12	0.00	2.24	1.50	0.00	1.09	4.50	159.13	159.13
02/18/99 110	48	7.17-	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	11.67-	0.00
02/03/9 9 003	0	6.83	0.00	0.00	0.20	0.14	0.00	0.00	4.50	11.67	11.67
01/19/99 110	45	7.17-	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	11.67-	0.00
01/06/99 003	0	6.83	0.00	0.00	0.20	0.14	0.00	0.00	4.50	11.67	11.67
12/28/98 110	31	7.17-	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	11.67-	0.00
12/03/98 003	0	6.83	0.00	0.00	0.20	0.14	0.00	0.00	4.50	11.67	11.67
11/18/98 110	32	10.44-	2.96-	0.00	0.00	0.00	0.00	0.05-	4.50-	17.95-	0.00
11/04/98 003	2	9.94	2.96	0.00	0.30	0.20	0.00	0.05	4.50	17.95	17.95 -
10/15/98 110	38	18.61-	5.92-	0.00	0.00	0.00	0.00	0.18-	4.50-	29.21-	0.00
10/05/98 003	7	17.71	5.92	0.00	0.54	0.36	0.00	0.18	4.50	29.21	29.21
09/11/98 110	34	10.44-	2.96-	0.00	0.00	0.00	0.00	_0.05-	4.50-	17.95-	0.00
09/03/98 003		9.94	2.96	0.00	0.30	0.20	0.00	0.05	4.50	17.95	17.95
08/12/98 110	39	18.61-	5.92-	0.00	0.00	0.00	0.00	0.18-	4.50-	29.21-	0.00

CMD-1 CANCEL JOB CMD-2 MORE RECORDS

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CMD-11 DISPUTES

CMD-3 PREVIOUS SCREEN HELP - HELP

			380	KENT	UCKY-AMERI	can w	ATER	.				INF03B	
•			***		LED USAGE	HISTO	RY IN	QUIRY	***			03/11/99)
)1361358-03 0						ACCOUNT STAT	US - ACTIV	Έ		
			E G KURT						ON / OFF DATE	- 05/20/9	7		
			WINDGATE WA						REVENUE CLASS				
			TTE COUNTY		0311-				SERVICE CLASS				
			ING ORDERS - EXEC		NOT UPDATE				SERVICE NUMBER	- 068088-		R	
	TRAN	NO.		READ			REAS		UBIC FEET/		SEASONAL	ACT E	
READ DATE	CODE	_	CODE	CODE	READING	IND	CODE	_	ALLON CODE	USAGE	USAGE	FEE V	AMOUNT
02/26/99	CB	28	REGULAR BILL		631				CUBIC FEE	43	43	1	154.63
01/29/99	CB	29	REGULAR BILL		588				CUBIC FEE	0		1	7.17
12/31/98	CB	31	REGULAR BILL		588				CUBIC FEE	0		1	7.17
11/30/98	CB	31	REGULAR BILL	_	588				CUBIC FEE	0		1	7.17
10/30/98	CB	30	ESTIMATE BILL	ER	588				CUBIC FEE	2	2	1	13.45
09/30/98	CB	30	REGULAR BILL		586				CUBIC FEE	7	4	1	24.71
08/31/98	CB	28	ESTIMATE BILL	ER	579				CUBIC FEE	2	2	1	13.45
08/03/98	CB	33	REGULAR BILL		577				CUBIC FEE	7	4	1	24.71
07/01/98	CB	30	REGULAR BILL		570				CUBIC FEE	25	4	1	54.57
06/01/98	CB	31	REGULAR BILL		545				CUBIC FEE	5	4	1	21.38
05/01/98	CB	30	REGULAR BILL		540				CUBIC FEE	3	3	1	16.59
04/01/98	CB	30	REGULAR BILL		537				CUBIC FEE	6	6	1	26.65
03/02/98	CB	28	ESTIMATE BILL	ER	531				CUBIC FEE	3	. 3	1.	16.59
02/02/98	CB	33	REGULAR BILL		528			100	CUBIC FEE	5	5	1	23.18

CMD-2 PAGE AHEAD TO ADDITIONAL INFORMATION HELP - HELP

CMD-1 CANCEL JOB CMD-3 PREVIOUS SCREEN

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· · CUSTOMER INQUIRY LOG INQUIRY KENTUCKY-AMERICAN WATER CO. 380 01361358 03 0 ACCOUNT STATUS - ACTIVE VEALE G KURT ON / OFF DATE -05/20/97 3516 WINDGATE WA REVENUE CLASS -RES. FAYETTE COUNTY 0311-0740 SERVICE CLASS -MONTHLY WATER LEXINGTON KY 40517 SERVICE NUMBER - 068088-0B

DATE TIME CODE TYPE VIA USER ID 03/11/99 08:49:12 98 I P ASHBYB COMMENTS: TOLD CUST I WOULD HAVE EMMA CALL

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03/11/99 08:48:37 99 I STONESJ COMMENTS:

03/11/99 08:46:23 54 I P STONESJ COMMENTS: CLD CUST W/RESULTS, EXTREMELY RUDE, THREATENING, WANTED ME TO ADJ BILL DOWN TO AVG, TOLD HIM I COULD N'T DO THAT, WANTED SUPV, HAD BECKY (IC) CALL HIM BACK. 03/08/99 08:19:25 03 I P STONESJ COMMENTS: SENT P20 TO CHK RDG & CHK FOR LEAKS

CMD1-CANCEL CMD2-NEXT SCREEN CMD3-PREVIOUS SCREEN

CMD5-NEXT TENANT

_NU.			1 10.	I												A			
380	013613	58-03	600	0.6808		N3 / N8	2/99	ha		2	~	3 Z	L	3705			3/10	199	114
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NAME-	VEALE			_										REPARED B	~			IME	0818
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claimemail.txt

Page 1

PSC Consumer Complaint Sent: 3/11/99

Complaint Number: 19990778

Date Complaint Entered: 3/11/99

Customer Information Name : Veale, Kurt G.

Address: 3516 Wind Gate Way

Lexington, KY 40517

County : Fayette Home Phone: (606)272-3424 Work Phone: (606)273-5112 Customer can be reached at : Fax : Email : Complaint Reason : Billing (High bill/consumption)

Customer Relations : Give Conflicting Information Utility Information for Kentucky-American Water Company

Contact : Emma Dailey

Fax Number : E-Mail :

Investigator : JOHNSON

Acct # 38001361 358 03

Received a bill for \$159.70(W- \$73.63 - S-\$76.12 - 28 days 1/29 - 2/26) Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK but data input incorrectly. Last bill was \$11. 67 Does not understand how the bill could get to be so high and KAW will not listen to a reasonable solution.



COMMONWEALTH OF KENTUCKY **PUBLIC SERVICE COMMISSION** 730 SCHENKEL LANE POST OFFICE BOX 615 FRANKFORT, KY. 40602 (502) 564-3940

April 19, 1999

Roy W. Mundy President Kentucky-American Water Company 2300 Richmond Road Lexington, KY. 40502

G. Kurt Veale 3516 Windgate Way Lexington, KY. 40517

RE: Case No. 99-132

We enclose one attested copy of the Commission's Order in the above case.

Sincerely,

Jephan Deep

Stephanie Bell Secretary of the Commission

SB/sa Enclosure

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE

COMPLAINANT

V.

KENTUCKY-AMERICAN WATER COMPANY DEFENDANT CASE NO. 99-132

ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("KAWC") is hereby notified that it has been named as defendant in a formal complaint filed on April 7, 1999, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KAWC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from 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.

Done at Frankfort, Kentucky, this 19th day of April, 1999.

By the Commission

ATTEST: cutive D

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of: G. KURT VEALE RECEIVED COMPLAINANT ٧. APR 07 1999 (Name of Utility) PUBLIC SERVICE COMMISSION Cas DEFENDANT 99-132 COMPLAINT The complaint of <u>G. KURT VEALE</u> respectfully shows: (Your Full Name) (Your Full Name) (a) 3516 WINDGATE WAY LEXINGTON, KY 40517 (Your Address) (b) KENTUCKY AMERICAN WATER LEXINGTON, KY That: FALSE AND ELLONEOUS BILLING FOR (Describe here, using additional sheets if necessary, the (C) WATER SERVICE, DUE TO INACCURATE specific act, fully and clearly, or facts that are the reason and basis METER READING AND DATA ENTRY PRACTICES AS A RESULT, WATER BILL FOR 1999 WAS EXCESSIVE FAR MORE THAN AMOUNT

G. KURT VEALE 3516 W NDGATE WAY

Formal Complaint Page 2 G. KURTVEALE V. K. A. W.C. USED IN ANY 30 DAY PERIOD PRIOR. WHEN ASKED TO EXPLAIN CHARGES. KAWC EMPLOYEES COULD NOT, BUT INSTEAD BECAME SURLY AND UNCOOPER ATTIVE AND WOULD NOT RETURN CALLS A SIMILAR INCIDENT HAPPENED IN MAY OR JUNE 1997 WHERE THEY ASSURED WE THAT A \$250 SINGLE MONTH BILL WAS CORRECT, ONLY TO DISCOVERY IT WAS DUE TO THE PRIOR HOMEOWNER, NOT ME. Wherefore, complainant asks <u>*HEREDITFORTHE</u>* (Specifically state the relief desired.)</u> DISPUTED AMOUNT OF \$1607-, AND A REBILLING FOR THE 30 DAY Average BILL AMOUNT OF MY USEAGE, AND AN APOLOGY Dated at <u>LEXINGTON</u>, Kentucky, this <u>54</u> day of <u>April</u>, 19<u>99</u>. (Name and Address of Attorney, if any.)

G. KURT VEALE 3516 W .NDGATE WAY LEXINGTON, KY 40517



COMMONWEALTH OF KENTUCKY **PUBLIC SERVICE COMMISSION** 730 SCHENKEL LANE POST OFFICE BOX 615 FRANKFORT, KY. 40602 (502) 564-3940

April 8, 1999

Roy W. Mundy President Kentucky-American Water Company 2300 Richmond Road Lexington, KY. 40502

G. Kurt Veale 3516 Windgate Way Lexington, KY. 40517

RE: Case No. 99-132 KENTUCKY-AMERICAN WATER COMPANY (Complaints - Rates) OF G. KURT VEALE

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received April 7, 1999 and has been assigned Case No. 99-132. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at 502/564-3940.

Sincerely,

Stephanie Bell Secretary of the Commission

SB/jc

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of: G. KURT VEALE (Your Full Name) RECEIVED COMPLAINANT APR 07 1999 KENTUCKY AMERICAN WATER; CODE PUBLIC SERVICE V. COMMISSION 79-132 DEFENDANT <u>C O M P L A I N T</u> The complaint of <u>G. KURT VEALE</u> respectfully shows: (Your Full Name) (Your Full Name) (Your Full Name) (a) (YOUR FULL NAME) <u>3516</u> WINDGATE WAY LEXINGTON, KY 40517 (YOUR Address) <u>KENTUCKY</u> <u>AMERICAN</u> WATER (Name of Utility) (b) (Address of Utility) That: FALSE AND ELRONEOUS BILLING FOR (Describe here, using additional sheets if necessary, the (c) WATER SERVICE, DUE TO INACCURATE specific act, fully and clearly, or facts that are the reason and basis METER READING AND DATH ENTRY PROPERTICES for the complaint.) AS A RESULT, WATER BILL FOR 1999 WAS EXCESSIVE FAR MORE THAN AMOUNT G. KURT VEALE

3516 W NDGATE WAY LEXINGTON, KY 40517

Formal Complaint Page 2 G. KURTVEALE V. K. A. W.C. USED IN ANY 30 DAY PERIOD PRIOR. WHEN ASKED TO EXPLAIN CHARGES. KAWC EMPLOYEES COULD NOT, BUT INSTEAD BECAME SURLY AND UNCOOPERATIVE AND WOULD NOT RETURN CALLS A SIMILAR INCIDENT HAPPENED IN MAY OR JUNE 1997 WHERE THEY ASSURED ME THAT A \$250 SINGLE MONTH BILL WAS CORRECT, ONLY TO DISCOVERY IT WAS DUE TO THE PRIOR HOMEOWNER, NOTME. Wherefore, complainant asks <u>ALREDIT FOR THE</u> (Specifically state the relief desired.) DISPUTED AMOUNT OF \$ 160 +1-, AND A REBILLING FOR THE 30 DAY Average BILL A MOUNT OF MY USEAGE, AND AN APOLOGY Dated at <u>LEXINGTON</u>, Kentucky, this <u>5</u>⁴⁴ day of <u>Agril</u>, 19<u>99</u>. (Your City) (Name and Address of Attorney, if any.)

G. KURT VEALE 3516 W , NDGATE WAY LEXINGTON, KY 40517

PSC C	onsumer Inquiry Sy	/ste	4/7/99
Complaint nbr: 199900778 Entry Date: 3/11/99	Closed Date:	Type Contact: Hotli	ne
Name: Veale, Kurt G.	Utility: Kentucky-A	American Water Company	
Address: 3516 Wind Gate Way	Utility Nbr: 15800		
	Utility Type: Investor-Ov	wned Water Companies	
Lexington KY 40517 Compla	int Reasons: Billing (Hi	igh bill/consumption)	
County: Fayette	(none) ((r	none))	
Home: 606-272-3424 Work: 606-273-5112	Complaint referre	d by:	
Fax: CBR Nbr:			
EMAIL:			
Contacted Utility? Spoke with: customer servic	e Ci	ustomer Relations: Give (Conflicting Informat
Utility Contact: Emma Dailey	Utility Contact's Tel	ephone: 606-335-3406	
Preliminary Description:	Other Conta	cts:	
Bill not calculated correctly			
Processor Name: JOHNSON			
See File 🦳 Case Related 🦳 Staff Referra	al 🗌 Confidential	I 🗌 Customer Y	(es 🔿
Info Only C Formal Forms Ref to U	til 🔽	Satisfied? N	\bigcup
·	***************************************	******	*****
PSC Narratives:	Investigator: JOHNSON		
Date: 3/11/99 10:30:49			
Acct # 38001361 358 03 Received a bill for \$159.70(W- \$73.63 - S-\$76.12 - 28 conflicting stories the reason for the high bill. Meter no working. Meter working OK but data input incorrectly. I understand how the bill could get to be so high and KA solution. Explained PSC meter test procedures. Customer believes the usage is to much and it should of the utility to test the meter without charge. Want to	t read since Sept. Meter n Last bill was \$11.67 Does W will not listen to a reas be the responisbility respo	not s not onable onsibility	
Utility Responses:			
Contact date 3/12/99 16:54:2 Util. Representa	tive:		
Customer has not been billed for water usage since 10/ charge of \$6.83 has been bill each month but no usage. 9/30/98 586, next reading 10/30/98 estimated reading 5 readings were recorded until 2/26/99, 631. Billed for usa reading checked 3/10/99. 3/15	Last meter reading 88. No more meter age of 43ccf (45-2). Meter		
Jim, work order being sent out today to do a meter test of meter. As soon as, results come back, I will let you kno	on Mr. Veale's Dw.		

Emma