

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

| | | |
|---------------------------------|---|------------|
| SARAH E. WOLFORD |) | |
| |) | |
| COMPLAINANT |) | |
| V. |) | CASE NO. |
| |) | 2011-00413 |
| KENTUCKY-AMERICAN WATER COMPANY |) | |
| |) | |
| DEFENDANT |) | |

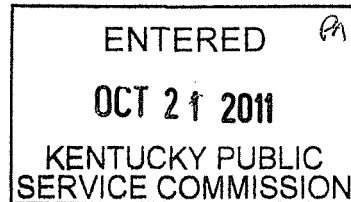
ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("Kentucky-American") is hereby notified that it has been named as defendant in a formal complaint filed on October 6, 2011, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Kentucky-American 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

85

Case # 2011-00413

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Sarah E. Wolford)
 (Your Full Name))
 COMPLAINANT)
 VS.)
Kentucky American Water)
 (Name of Utility))
 DEFENDANT)

RECEIVED
 OCT 06 2011
 PUBLIC SERVICE
 COMMISSION

COMPLAINT

The complaint of Sarah E. Wolford (Your Full Name) respectfully shows:

- (a) Sarah E. Wolford
(Your Full Name)
118 Arcadia Park Lexington, KY 40503
(Your Address)
- (b) Kentucky American Water
(Name of Utility)
P.O. Box 371880 Pittsburgh, PA 15250-7380
(Address of Utility)
- (c) That: ENCLOSURE : Basis for Complaint,
(Describe here, attaching additional sheets if necessary,

Relief desired
 the specific act, fully and clearly, or facts that are the reason

 and basis for the complaint.)

Formal Complaint

Sarah E. Wolford vs. Kentucky American Water

Page 2 of 2

Wherefore, complainant asks Enclosure: Basis of Complaint
(Specifically state the relief desired.)

Relief Desired

Dated at Lexington, Kentucky, this 5 day
(Your City)

of October, 2011
(Month)

Sarah E. Wolford
(Your Signature)

(Name and address of attorney, if any)

Basis for complaint:

On September 6, 2011, we received our first water bill from Kentucky American Water (KAW) totaling \$645.23 for the period of August 2 to August 30, 2011. Believing the bill was excessively high; we contacted KAW who sent one of their own inspectors to check our residence for outdoor leaks. That same day, we had our own plumber check for indoor and outdoor leaks. Both inspector and plumber found no evidence of a leak inside or outside. We called KAW again to have our meter tested for accuracy. The meter was removed for testing on September 16 and replaced with a new meter. On September 19th, we received a notice from KAW explaining the results of our meter test. We then called KAW to clarify the results. KAW had concluded that the meter was running accurately and that we were expected to pay the full amount of the bill by October 4. On September 22nd, we called KAW to inform them of our intention to dispute the bill and also asked how to file a complaint with the Public Service Commission (PSC). The customer service representative informed us that we would have to continue our dispute with the PSC and directed us there. KAW called September 26th to inform us that our paperwork was transferred to the PSC and that we would be expected to pay the full amount of our bill. They offered to set us up with a payment plan. We let the KAW representative know that we intended to continue dispute of the bill. She agreed to extend the due date for the bill to October 28, 2011. We then contacted the PSC to inquire the status of our dispute. After asking us a few questions, the representative said she would call us back with more information. We received a call later that day that our paperwork had been reviewed. PSC said they found no inaccuracies in KAW's paperwork and said we "must have left a faucet on." We asked what further steps we could take. She informed us that our only other course of action was to file a formal complaint and she would send the paperwork.

The primary name on the account is Sarah Wolford, who has been dealing with the KAW and PSC representatives. The PSC Consumer Services Representative she has been speaking with is Rosemary.

We live in a 3 bedroom, 2 bathroom home with 1 kitchen sink, 1 washer and 1 dishwasher. This was our first water bill since moving to this residence.

Since receiving the bill in question, after a suggestion from a KAW representative, we paid \$120.00 towards that water bill. This payment was to cover the \$27.00 start-up fee and an amount we believe to be more than sufficient to cover 1 month's water usage for our household.

Relief Desired:

Wherefore complaint asks that our first month's bill be reassessed and adjusted to equal the average amount of the 3 water bills immediately following the bill in question plus the \$27.00 start-up fee.

Cheryl D Norton
President
Kentucky-American Water Company aka Kentucky
2300 Richmond Road
Lexington, KY 40502

Sarah E Wolford
118 Arcadia Park
Lexington, KENTUCKY 40503