

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SARAH E. WOLFORD)
)
) COMPLAINT)
))
 v.) CASE NO. 2011-00413)
))
 KENTUCKY-AMERICAN WATER COMPANY)
))
) DEFENDANT)

ORDER

Complainant in this matter alleges that, because of an inaccurately registering water meter, Defendant erroneously billed her for water service. Defendant denies this allegation. Finding that the water meter in question should be independently tested for compliance with the standards set forth in 807 KAR 5:066, Section 15, the Commission, on its own motion, HEREBY ORDERS that:

1. Within 30 days of the date of this Order, Defendant shall make available to the Commission the meter that it used to provide water service to the Complainant at 118 Arcadia Park, Lexington, Kentucky, from August 2 to August 30, 2011.
2. Within 30 days of the date of this Order, Defendant shall file with the Commission all records related to and all tests performed on the meter in question that Defendant did not include with its Answer and, if the meter has been removed from service, shall advise the Commission in writing as to the conditions under which the meter has been stored.

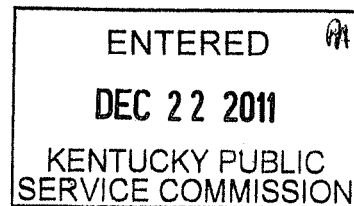
3. The Commission's Executive Director or his designated representative shall contact Defendant and make arrangements for the transportation of the meter to the Commission's offices.

4. The Commission's Executive Director shall ensure the testing of the meter in question and shall file a report of the test results with the Commission within 90 days of the date of this Order.

5. The Commission's Executive Director or his designated representative shall advise the parties of the proceeding of the date and time when Commission Staff will perform testing on the meter in question and provide the parties the opportunity to observe the testing.

6. Failure of the Defendant to produce the meter in question shall result in the burden of proof transferring to the Defendant to demonstrate that the meter in question was functioning properly and that the billed amount was accurate.

By the Commission



ATTEST:


Executive Director

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