

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAY 27 2014

PUBLIC SERVICE  
COMMISSION

In the matter of:

Mary Geisler Domigan )  
(Your Full Name) )  
COMPLAINANT )

VS. )

Kentucky American Water )  
(Name of Utility) )  
DEFENDANT )

COMPLAINT

The complaint of Mary Geisler Domigan respectfully shows:  
(Your Full Name)

(a) Mary Geisler Domigan  
(Your Full Name)

3318 Wood Valley Ct., Lexington, KY, 40502  
(Your Address)

(b) Kentucky American Water  
(Name of Utility)

2300 Richmond Rd., Lexington, KY 40502  
(Address of Utility)

(c) That: Backbill on a broken water meter for \$411.09  
(Describe here, attaching additional sheets if necessary,

is not correct due to monthly payments higher than  
the specific act, fully and clearly, or facts that are the reason

service fee are not correct, water readings are still not  
and basis for the complaint.)

being performed and I have spoken to them personally  
on numerous occasions. I do have cancelled checks at  
Continued on Next Page  
bank, if further evidence is needed in near future to  
prove this, as water payments were made monthly by  
me, and proven since water was not cut off in 2013.

Formal Complaint

Mary Geisler Domigan vs. Kentucky American Water

Page 2 of 2

Kentucky American Water then claimed they fixed meter, but there was then no meter reading for April 2013. Complaint was made on May 13, 2014 to request for water reading without response from Ky. American Water. Complainee stated we should not be obliged to pay for their errors and their failure of responsibility.

Wherefore, complainant asks that the water meter be read on  
(Specifically state the relief desired.)

monthly basis as it is supposed to be and for charges of the backbill, which is currently on a monthly installment, to be removed from my account.

Dated at Lexington, Kentucky, this 23<sup>rd</sup> day  
(Your City)

of May, 20 13.  
(Month)

Mary Domigan  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
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.



**KENTUCKY  
AMERICAN WATER**

P.O. Box 578 Alton, IL 62002

04/04/2014



002398 1 AT 0.403 02401/002401/003414 9 01 ACRE90 002

MARY DOMIGAN  
3320 WOOD VALLEY CT  
LEXINGTON, KY 40502-3518

**For Service To:**

Account Number: [REDACTED]

Service Address: 3320 Woodvalley Ct A  
Lexington, KY 40502-3518

Dear Mary Domigan,

In a few days you will receive a water bill. The bill is for service at 3320 Wood Valley Court Unit A. This bill covers the period of January 23, 2013 to January 23, 2014. This is a make-up bill for 65,824 gallons in the amount of \$411.09.

We recently discovered that your water meter had stopped recording usage for a period of time. This bill reflects charges for water used that had not been recorded due to the malfunction. To determine the billing amount, the company has taken an average from the new meter usage from January 24, 2014 to March 31, 2014 determine your daily usage. Your daily average usage is 180.34 gallons per day. The company then multiplied your daily usage by the number of days in each billing period. This determined the total usage for each period. We then subtracted what you were previously billed, from what you should have been billed to determine the additional usage for each period.

This bill is due by April 21, 2014. If you cannot pay the bill by this date, Kentucky American Water will enter into a payment agreement with you, which will spread your payment over the next 12 months. As long as you pay by the date of the agreement, we will take no action to collect this amount.

If you wish to make payment arrangements, or dispute this bill, please call customer service at 1-800-678-6301, 24 hours a day, 7 days a week.

Sincerely,

American Water Customer Service



**Questions:** Call our 24 hour Customer Service Center: 1-800-678-6301

[www.kentuckyamwater.com](http://www.kentuckyamwater.com)



# KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

000101221000815526800000000000008463019

For Service To: 3318 WOOD VALLEY CT A

Check this box for address changes and note new address on back.

<b>Account Number</b>	[REDACTED]
<b>Due Date</b>	June 2, 2014
<b>Total Due</b>	\$-84.63



005892 1 AT 0.403 05893/005892/005941 17 01 ACRMRU 002

Amount Enclosed \$ Do Not Pay

MARY DOMIGAN  
3318 WOOD VALLEY CT  
LEXINGTON, KY 40502-3518



KENTUCKY AMERICAN WATER  
PO BOX 371880  
PITTSBURGH, PA 15250-7880



Please tear along the dotted line and return this portion with your payment.

### BILLING PERIOD AND METER READINGS

- Billing date: May 15, 2014
- Due Date: **June 2, 2014**
- Billing period: Jan 23 to Jan 23 (366 Days)
- Next reading on or about: Jan 31, 2014
- Customer Type: Residential

### BILLING SUMMARY

For Service To: 3318 WOOD VALLEY CT A  
For Account [REDACTED]

<b>Prior Balance</b>	
• Balance from last bill	35.44
• Payments as of May13. Thank you!	-50.00

**Balance-Forward -14.56**

#### Cancelled Bill

• Cancelled Invoice Period 01/01/2014 - 01/31/2014	
• Cancelled Invoice Amount	4.77
• Reason for Reversal: Meter Set Correction	

**Total Amount Reversed 4.77**

#### Rebill (01/23/2013 - 01/23/2014)

#### Other Charges

• KRA Withdrawal Fee	-1.53
• Water Usage Charge	87.22
• <u>Installation Plan</u>	24.00
• <b>Total Other Charges</b>	<b>-64.75</b>

#### Taxes

• Franchise Taxes	-2.67
• School District Tax	-2.65
• <b>Total Taxes</b>	<b>-5.32</b>

**TOTAL CURRENT CHARGES -70.07**

**TOTAL AMOUNT DUE → \$-84.63**

### Important messages from Kentucky American Water

- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit [www.amwater.com/myh2o](http://www.amwater.com/myh2o). Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!



Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

[www.kentuckyamwater.com](http://www.kentuckyamwater.com)

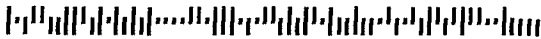


# KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

For Service To: 3318 WOOD VALLEY CT A

Check this box for address changes and note new address on back.



000513 1 AV 0.378 00513/000513/000527 4 01 ACRMA5 001

MARY DOMIGAN  
3318 WOOD VALLEY CT  
LEXINGTON, KY 40502-3518

00010122100081552680000000000003544011

Account Number	[REDACTED]
Due Date	May 28, 2014
Total Due	\$35.44
If Paid After Due Date	\$37.30 after 5/28/14

Amount Enclosed \$



KENTUCKY AMERICAN WATER  
PO BOX 371880  
PITTSBURGH, PA 15250-7880



Please tear along the dotted line and return this portion with your payment.

### BILLING PERIOD AND METER READINGS

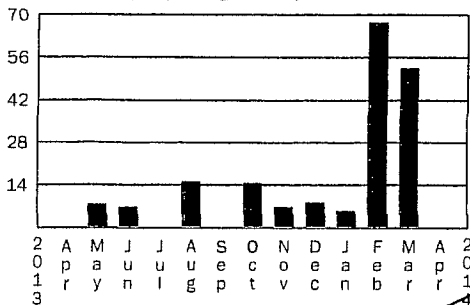
- Billing date: May 12, 2014
- Due Date: **May 28, 2014**
- Billing period: Apr 01 to Apr 30 (30 Days)
- Next reading on or about: May 30, 2014
- Customer Type: Residential
- Meter Reading Measurement:  
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	16 (Estimated)
Previous Read	16 (Actual)
Total water used this billing period	0 units (0 gallons)

### Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 0.00 CGL
- Same billing period 2013: 0.00 CGL

### Billed Use Graph (100 gallons)



*water meter readings during 2013*

### BILLING SUMMARY

For Service To: 3318 WOOD VALLEY CT A  
For Account [REDACTED]

<b>Prior Balance</b>	
• Balance from last bill	411.09
• Payments as of Apr23. Thank you!	-71.88
<b>Balance Forward</b>	<b>0.00</b>
<b>Current Water Service</b>	
• Water Service Charge	12.49
• Water Usage Charge (\$0.53004000 x 0.00)	0.00
• <b>Total Water Service Related Charges</b>	<b>12.49</b>
<b>Other Charges</b>	
• Instalment Plan	24.00
• <b>Total Other Charges</b>	<b>24.00</b>
<b>Adjustments</b>	
• Courtesy Adjustment - Water	-1.80
• <b>Total Adjustments</b>	<b>-1.80</b>
<b>Taxes</b>	
• Franchise Taxes	0.38
• School District Tax	0.37
• <b>Total Taxes</b>	<b>0.75</b>
<b>TOTAL CURRENT CHARGES</b>	<b>35.44</b>

**TOTAL AMOUNT DUE** ➔ **\$35.44**

### Important messages from Kentucky American Water

- 2014 Kentucky River Authority (KRA) Fee: The KRA Withdrawal Fee is adjusted annually to reflect the amount of water withdrawn from the Kentucky River and adjustments in fees charged by the Kentucky River Authority. The latest adjustment to this fee was approved by the Kentucky Public Service Commission in March and was effective March 31, 2014. This change is reflected on your bill. This fee is collected by utilities and remitted to the Kentucky River Authority (KRA).
- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit [www.amwater.com/myh2o](http://www.amwater.com/myh2o). Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!



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