

# ADDENDUM 1 (TO PREVIOUS SUBMITTED)

COMPLAINT  
COMMONWEALTH OF KENTUCKY

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## BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

KEN K. CRAIN

(Your Full Name)

COMPLAINANT

Case No. 2016-00288

**Crain**

4780 Woodshire Dr.  
Terre Haute, IN 47803-2038

VS.

EDMONSON CO WATER

(Name of Utility)

DEFENDANT

RECEIVED

AUG 01 2016

PUBLIC SERVICE  
COMMISSION

### COMPLAINT

The complaint of KEN K. CRAIN respectfully shows:

(Your Full Name)

(a) KEN K. CRAIN

(Your Full Name)

SERVICE ADDRESS  
928 NOLIN ESTATES RD

(Your Address)

CLARKSON KY 42726

(Your Email Address)

tehkkc@gmail.com

MAILING ADDRESS  
4780 WOODSHIRE DR  
TERRE HAUTE IN  
47803

(b) EDMONSON CO WATER (ECW)

(Name of Utility)

1128 KY-259 BROWNSVILLE KY 42210

(Address of Utility)

(c) That: ECW HAS NO RESPONSIBILITY FOR SENDING  
MY BILL BY A MECHANISM/SYSTEM WHERE I

(Describe here, attaching additional sheets if necessary,  
the specific act, fully and clearly, or facts that are the reason

RECEIVE IT ON TIME. THEIR RESPONSIBILITY IS ONLY

(and basis for the complaint.)

TO MAIL IT. THEY COULD USE TEXT MESSAGING OR  
EMAIL. THE CUSTOMER IS REQUIRED TO RECEIVE THE  
MAILED STATEMENT AND THE MAILED PAYMENT TO ECW  
BY A UNREASONABLE DATE. THERE IS NO PROOF  
STATEMENT WAS MAILED ON TIME OR WHEN THEY RECEIVED

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Formal Complaint

KEN K. CRAIN

**Crain**  
4780 Woodshire Dr  
Terre Haute, IN 47803-2038

EDMONSON CO WATER (ECW)

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THE CUSTOMER HAS NO CONTROL OVER P.O. AND THEY CAN NOT REQUIRE ECW TO USE EMAIL OR/AND TEXT MESSAGE TO SEND NOTIFICATION. ~~THE CUSTOMER SHOULD BE TREATED EQUALLY. IF ECW HAS NO RESPONSIBILITY TO MAKE SURE PAYMENT IS RECEIVED, THEN THE CUSTOMER HAS NO RESPONSIBILITY TO SEE THE PAYMENT IS RECEIVED (IE ECW IS ONLY RESPONSIBLE TO MAIL STATEMENT THEN CUSTOMER SHOULD ONLY RESPONSIBLE TO MAIL PAYMENT.) CUSTOMER HAS NO RECOURSE. CUSTOMER CANNOT REQUIRE STATEMENT TO~~ BE TEXTED OR MAILED.

(Wherefore, complainant asks)

(Specifically state the relief desired.)

IF ECW HAS THE CUSTOMER BANK INFO, THEY SHOULD "BE REQUIRED TO BE RESPONSIBLE IF THEIR SYSTEM IS HACKED" AND CAUSES EXPENSE TO CUSTOMER.

- A) MAKE ECW USE TEXT MESSAGE FOR BILLING (LIKE OTHER UTILITIES) <sup>AS REQUIRED BY CUSTOMER</sup>  
S) MAKE ECW USE EMAIL FOR BILLING <sup>AS REQUIRED BY CUSTOMER</sup> (LIKE OTHER UTILITIES)  
6) MAKE ECW LIABLE FOR ANY EXPENSE OCCURRING TO CUSTOMER IF THEIR ONLINE PAYMENT INFO IS "HACKED" FROM ECW SYSTEM.

Dated at TERRE HAUTE IN, Kentucky, this 27 day  
(Your City)

of JULY, 2016  
(Month)

MOBILE  
(812)(230-1037)

K. K. Crain  
(Your Signature\*)

K/A

(Name and address of attorney, if any)

Date

CUSTOMER & ~~EDMONSON~~ ECW  
SHOULD HAVE EQUAL RULES

\*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.