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PUBLIC SERVICE
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To: The Public Service Commission,

To whom this may concern, I am writing this letter in concerns to the letter we have recieved regarding the "QIP" surcharge increase to its residential and commercial customers in Millersburg KY. This is my written request for intervention. American Water company should be required at their own expense to ensure that the public recieves safe drinking water, especially since they have a monopoly on the area. American Water not only charges more per 100 gal of water than surrounding areas they have also let the cleaning chemicals Fluxuate making the water questionable to drink. I have recently expressed my concerns to them over the amounts of chlorine in the water to no prevail of an explanation. The response I recieved from their water control for quality assurance dept was and I quote "We are making tweeks to the system until we have it right and we are a new company whom does not yet have the

capability to send any type of mass email to inform customers of a boil advisory" they have an automated calling system that so far is not reliable enough to contact all of the customers. With this in mind they also couldn't tell me the exact level of chlorine in the water nor could they put me in contact with anyone who could. "Small problems" in their words are more serious than they are portraying. Multiple people who drink tap water have experienced digestive problems at the time we noticed the intense smell of the chlorine in the water. Until American Water can successfully operate these systems the customers should not have to pay an increase for the infrastructure. Please Interviene, Thank You for your time and consideration. Please feel free to call with any questions.

Sincerely,
Phyllicia Peterson
thj P

8-7-2017