

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the matter of:

SEP 13 2018

PUBLIC SERVICE
COMMISSION

Sherry L. Basore)
(Your Full Name))
COMPLAINANT)

VS.

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

COMPLAINT

The complaint of Sherry L. Basore respectfully shows:
(Your Full Name)

(a) Sherry L. Basore
(Your Full Name)

393 Southpoint Dr. Lexington, KY 40515
(Your Address)

(b) Kentucky American Water
(Name of Utility)

P.O. Box 790247 St. Louis, MO 63179-0247
(Address of Utility)

(c) That: See Attachment A
(Describe here, attaching additional sheets if necessary,

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

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Sherry L. Basore vs. Kentucky American Water

Page 2 of 2

Wherefore, complainant asks _____
(Specifically state the relief desired.)

See Attachment B.

Dated at Lexington, Kentucky, this 11th day
(Your City)
of September, 2018.
(Month)

Sherry L. Basore
(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.

September 11, 2018

Sherry L. Basore
393 Southpoint Drive
Lexington, KY 40515

RECEIVED

SEP 13 2018

PUBLIC SERVICE
COMMISSION

Kentucky Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

To whom it may concern:

On Sunday, Aug. 26, 2018 , I received my bill and two additional letters from KAW. The bill was for \$1, 879.74 and the two letters were advising me that my water bill was going to be unusually high. I was extremely alarmed by the high bill and though I must have a water leak. I called my father who came over and helped me check my plumbing and perimeter of my home. We could not find any water leaks or signs that there could be a water leak. I then began calling plumbers. After numerous calls, I finally found a plumber who would make a service call on a Sunday. A number of hours later, the plumber arrived and found that there was absolutely no water leak related to my home. Upon a closer look, the bill indicated that my old meter #079744956N had been changed to #26932605 on July 26, 2018. The plumber discovered that my old meter had NOT been changed. Instead, the new meter had been installed for 397 Southpoint AND had been added to my bill. The plumber advised me to call KAW the following day to notify them of the error. While I was grateful I did not have a leak; investigating my home, making calls, waiting on the plumber and working with the plumber took about 6.5 hours that day, causing both my father and I to each not be able to fulfill our Sunday plans and to endure a great deal of undo stress.

The following day, Monday, August 27th, I called KAW. I thought this was a billing error that would be easily rectified. The person who answered was Dominique. I told her about my bill, what the plumber said and she said they could send someone to my home on September 4th. I asked to speak to her supervisor as this was a pressing issue that could not wait until then. I was transferred to Katrina. She told me that because I wanted an appointment I had to wait until September 4th. I told her she could send someone out without an appointment and asked when that would be. She said it would be September 4th as well and then proceeded to tell me that I had to be there when someone arrived. I asked when my appointment would be that day and she shared that it would be "an all day appointment." During the conversation, she told me the bill was for 121 days, that certain bills were cancelled and I was rebilled. She said it was a 7 day process. She could lock my account. I could dispute the charges but it would take up to 30 days for an investigation. As I tried to interject some of my comments, Katrina was extremely sarcastic and both she and Dominique seemed totally non-empathetic to my outrageous water bill. I told her that I would like to speak to her supervisor for that very reason and waiting until

September 4th was non-acceptable to me. She told me her supervisor was not there but would call me back within 24-48 hours. As of Monday, September 10th, it is two weeks that I have waited for a call from her supervisor.

Exhausting all of the contacts I had, I called the KPSC. I spoke to Stacy Varner and explained my situation. She told me the course of action they would take.

The following day, Tuesday, August 28th, I was contacted by Deidra of KAW. She told me that my complaint had been received the day before and that they had sent a technician to my home 8-27-18 at 5:30 p.m. I had specifically requested that I be present so that I could show the technician my bill compared to the meters and thereby making the mistake more obvious. I was never called in advance to let me know someone was coming to my home as I requested. Deidra told me that the technician knocked, rang my doorbell and put a door hanger on my door. I was home from 4:20 p.m. No one came to my door, nor did I get a door hanger, nor a phone call. I asked if the person had the correct house. Deidra told me that the technician had turned on the spicket on the right side of the house and stated that we 'do not have a meter mix up.' She said there was a "reading device malfunction." She said my bill was recalculated and I owed \$50.99 WITH the newest meter. She said, KAW had received my \$30 payment and therefore, I owed \$20.99. I contested the bill stating my neighbor's bill was on my bill as well and I didn't feel that was accurate. She said with certainty it was accurate. I told her I still had my old meter and she countered by saying how proficient the technician was at his job. She said that I had a new meter and the old meter was removed. I insisted the technician come to my home when I could be present as I saw the old meter and verified with the plumber, just the Sunday before, it was working for my house. Deidra and I finally had a three way call with the technician, Erik, and he agreed to come out and show me that I was incorrect.

I had to leave Midway, where I am employed as an elementary school counselor and rush to Lexington. Erik arrived at my home approximately 4:20 p.m. He told me he had already been out to my home BEFORE I got there to look at the meter and admitted he had gone to my neighbor's home, 397 Southpoint, the day before and that he had paired the new meter with that home; NOT my home 393 Southpoint. Since Deidra was adamant, based on his report, that the old meter had been removed, I insisted he look at my bill and verify that the old meter was servicing MY home and the new meter was there, as well, for my neighbor; both on my bill. Erik, the technician, explained that in July the other technician was supposed to put the new meter in for my home, but instead put it in for my neighbor's, yet added it to my account since that is where it was supposed to have been placed. Erik was extremely apologetic but once again these glowing errors was causing me time away from my work, rushing and undo stress.

I called the commission the next day, Wednesday, August 29th. Stacy Varner said Deidra had already called and informed them that there was no meter mix up but rather a device malfunction. I explained that quite the contrary was true. Deidra called me later the same morning. She told me that the old meter was back on and that my bill had been reconfigured. She said that from April 5th to August 2nd, 120 days, I owed \$32.37 after they had given me

credit for the \$30 already remitted as a good faith payment. I asked how it could have been \$50.99 the day before and up to \$62.37 the following day. I also questioned how a malfunctioning meter could be used to bill me. She told me that my last reading was 485 on April 5th and that on August 28th it was 507. She said the billing was up to August the 2nd and really I had used 4 extra units that had not been included. I requested a complete bill be sent to me. The bill included cancellations, rebillings and is difficult at best to discern which in turn lead to an audit with the KPSC. That evening, 8-29-18, I spoke to David Treece of KAW. I explained to him the situation.

On Saturday, September 1st, I received yet another bill for \$1,463.46 due September 14th. This lead to yet another call to the KPSC, to David Treece and Deidra.

As of to date, the KAW has now admitted to a series of errors and most importantly that the old meter has been and is inaccurate. Since August 25th, I have received bills for \$1, 879.74, \$50.99, \$62.37, and \$1, 463.46. All of these bills follow a correction in March of 2018, indicating I had overpaid and had a zero balance that month and had a \$6.37 credit toward April's bill. This demonstrates that KAW has a billing system that seems to be configured without any hard data to merit how they derived at such calculations.

In summary, KAW is billing me based on estimations of a meter they have verified for a minimum of several months to be malfunctioning. I believe it is absurd to continue to rely on an inaccurate, malfunctioning meter to generate a bill with outlandish amounts of water usage. Not only are they are sending me bills that are unverifiable, but they are literally next to impossible to understand without investing hours. After carefully reviewing my bills, KAW does not show anywhere in which I paid \$30 on 8-28-18 as a good faith payment while this situation is investigated.

This entire process has been and is still extremely stressful, upsetting, time consuming and above all, completely unnecessary. I feel confident that if I had not reached out to the KPSC, I would continue to be left victim to paying erroneous amounts for my home and also enduring the cost of my neighbor's bill. I strongly believe, the technician would have checked, just as he did in this situation and the call center would have closed the case. I am left to surmise this because I had to insist the technician come back out to my home so that I could show the technician the glaring errors, the two meters on my bill and how that paralleled with the meters in the ground. I believe that this only occurred because I had the backing of the commission and I would not cowtail to the new bill of \$50.99 and close the case. I have definitely had to educate myself with how to self-advocate and work with a support agency when it comes to a dispute with major utility such as the KAW. Since I have gone through this situation, I have encountered three people in my circle who have had similar situations. It would be interesting to know how many people are experiencing this situation but feel they have no recourse. Obviously, water is a resource we all need but I refuse to allow KAW to treat people the way I have been treated.

If I can provide further detail or assistance, please contact me. Thank you in advance for your help and consideration.

Respectfully,

A handwritten signature in cursive script that reads "Sherry L. Basore".

Sherry L. Basore

A solid black rectangular redaction box covering a line of text, likely a phone number or email address.A solid black rectangular redaction box covering a line of text, likely a phone number or email address.

ATTACHMENT A

Sherry L Basore

September 7, 2018

- On Aug. 26, 2018 I opened my bill from KAW for \$1879.74. This was very upsetting to me. I knew being the only resident at the house, I had not changed or added anything that would affect water consumption. I called my father and after a visual check we decided to call a plumber to check all of the water lines for leaks. The plumber came a few hours later and checked. The house was free of any leakage at all. The plumber noticed the bill indicated that KAW had changed my meter. He compared the meter numbers to the bill and determined that my old meter was still intact and the new meter (supposedly on my house) was in fact installed on my neighbor's house at 397 Southpoint Dr.

On Monday, I called KAW at the no. on the bill. Dominique answered. I explained my problem and was transferred to his supervisor, Katrina. She said KAW had cancelled 121 days and rebilled. She continued giving me actions they might take at unacceptable future dates. She said the first available date was September 4, where I would be given an all-day appointment. I impressed upon her that if there was any merit to the bill, it was costing over \$60/day. I looked on the internet and found another no. at the Lexington office. I called it and was routed back to the same call center that I had talked to earlier. Having exhausted every other option, I contacted the KPSC for help.

The PSC had Deidra from KAW contact me and she said I was wrong. They had checked and the new meter was in fact on my house and it had been changed. She stated that my bill had been recalculated and was \$20.99 after my \$30.00 good faith payment. I said that would have put my bill at \$50.99. She was certain that was the amount. I kept reiterating that I had requested to be present when the meter was read. She agreed to send a tech again at 4:15 p.m., on August 28. My father and I met him. He had already rechecked it and stated he had been wrong two times. The meters were just as we had said.

The following day Deidra called me and was apologetic. She said the total should have been \$62.37 and that after my \$30.00 good faith payment, I owed \$32.37. I asked for a complete breakdown of that amount and how it was determined. I was then given a breakdown of the \$32.37 which was very complex and a Meter Reading Results chart. A couple days later, I received a bill for \$1,463.46. Deidra said to disregard it as it was printed in Illinois.

- We made a chart comparing the billing meter readings with the Meter Reading Results chart provided by KAW and determined: KAW estimated meter readings when in fact they had actuals, they show actuals then change them to estimates the next month with different readings, The meter appears to go erroneous in Jan. but instead of repairing it or changing it they appear to juggle estimates/actuals and readings to compensate. (See Billing/Meter History attached)
- KAW appears NOT to have in place any way for a customer to meaningfully and expediently protest an unfair charge complaint.
- KAW continues to try to calculate my bill using a meter they acknowledge is in error.
- I have paid my water bill, as billed every time. I have a right to believe that the billed amount is correct or at least in the ballpark of what I owe. KAW has cancelled months of their billing amounts and recalculated based upon readings of a meter that they admit and clearly shows it is in error.
- In summary; I cannot begin to list the errors, problems and details of the fiasco I have been through.

KAW

Billing/Meter Reading Comparison

| | A | B | C | D | E | F | G |
|----|--|-----------------|---------------------|--------------|----------------|-----------------|------------------------------|
| 1 | <i>Date</i> | <i>Amt.Paid</i> | <i>Usage Period</i> | <i>Units</i> | <i>Meter</i> | <i>Meter</i> | <i>Meter Reading Per KAW</i> |
| 2 | | | | | <i>Current</i> | <i>Previous</i> | <i>Actuals</i> |
| 3 | | | | | | | |
| 4 | 9/18/2017 | \$27.94 | 8/3-9/5 | 3 | 472 Act. | 469 Act. | 9/5=472 |
| 5 | 10/11/2017 | \$23.03 | 9/6-10/3 | 2 | 474 Act. | 472 Act. | 10/3=474 |
| 6 | 11/15/2017 | \$27.94 | 10/4-11/2 | 3 | 477 Act. | 474 Act. | 11/2=477 |
| 7 | 12/12/2017 | \$27.94 | 11/3-12/4 | 3 | 480 Act. | 477 Act. | 12/4=480 |
| 8 | 1/19/2018 | \$32.84 | 12/5-1/4 | 4 | 484 Est. | 480 Act. | 1/4=481 |
| 9 | 2/21/2018 | \$27.94 | 1/5-2/2 | 3 | 487 Act. | 484 Est. | 2/2=481 |
| 10 | 3/20/2018 | \$- | 12/5-3/5 | 3 | 483 Act. | 480 Est. | 3/5=483 |
| 11 | 4/18/2018 | \$16.66 | 3/6-4/4 | 2 | 485 Act. | 483 Act. | 4/4=485 |
| 12 | 5/15/2018 | \$32.89 | 4/5-5/2 | 4 | 489 Est. | 485 Act. | 5/2=489 |
| 13 | 6/19/2018 | \$23.06 | 5/3-6/4 | 2 | 491 Est. | 489 Est. | 6/4=494 |
| 14 | 7/18/2018 | \$23.06 | 5/5-7/3 | 2 | 493 Est | 491 Act. | 7/3=498 |
| 15 | 8/28/2018 | \$30.00 | Good Faith | | | | |
| 16 | | | | | | | |
| 17 | Note: Columns E/F are from bills. Column G is from KAW as submitted as details for billing justification. | | | | | | |
| 18 | They were on a report entitled,"Meter Reading Results" and indicate the correct meter for my house. | | | | | | |
| 19 | (Report Attached) | | | | | | |
| 20 | | | | | | | |
| 21 | *Meter readings for the last 7 months = 18 units. This computes to a \$180.85 charge for 7 mos. Or an ave of | | | | | | |
| 22 | \$25.84/month ave. | | | | | | |
| 23 | | | | | | | |
| 24 | * This clearly shows the meter readings were estimated, even though KAW had actual readings from the | | | | | | |
| 25 | erronous meter | | | | | | |
| 26 | | | | | | | |
| 27 | *The meter appears to go erronous on 1/4 | | | | | | |
| 28 | | | | | | | |
| 29 | * In March KAW tried to correct the billing reading to the actual erronous readings. In an effort to correct | | | | | | |
| 30 | the erronous meter they had to show an actual reading as a estimated reading the next month. | | | | | | |
| 31 | | | | | | | |
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| 46 | | | | | | | |

Meter Reading Results

Portion **KYLEX04M** KY Lexington Mly 04
 Meter reading unit **LEX04430** KY Lexington 04 Mly 430
 Business Partner **1100750260** Sherry Basore / 393 Southpoint Dr / Lexingt
 Contract **3100590017** Water Service
 Installation **7000809697**



| Device | Reg. | MR date | RR | MA | MT | RS | MR rec. | AMS | TransfDate | TrnfrTime | TStat. | Text | Source |
|------------|------|------------|----|----|----|----|---------|-----|------------|-----------|--------|------|--------|
| 079744956N | 1 | 08/28/2018 | 10 | | 01 | 1 | 507 | | | | | | Not Sp |
| 079744956N | 1 | 08/02/2018 | 01 | | 04 | 7 | 503 | | | | | | Not Sp |
| 079744956N | 1 | 07/03/2018 | 01 | | 04 | 7 | 498 | | | | | | Not Sp |
| 079744956N | 1 | 06/04/2018 | 01 | | 04 | 7 | 494 | | | | | | Not Sp |
| 079744956N | 1 | 05/02/2018 | 01 | | 04 | 7 | 489 | | | | | | Not Sp |
| 079744956N | 1 | 04/04/2018 | 01 | | 08 | 7 | 485 | | | | | | Not Sp |
| 079744956N | 1 | 03/05/2018 | 01 | | 08 | 7 | 483 | | | | | | Not Sp |
| 079744956N | 1 | 02/02/2018 | 01 | | 05 | 7 | 481 | | | | | | Not Sp |
| 079744956N | 1 | 01/04/2018 | 01 | | 05 | 7 | 481 | | | | | | Not Sp |
| 079744956N | 1 | 12/04/2017 | 01 | | 08 | 7 | 480 | | | | | | Not Sp |
| 079744956N | 1 | 11/02/2017 | 01 | | 08 | 7 | 477 | | | | | | Not Sp |
| 079744956N | 1 | 10/03/2017 | 01 | | 08 | 7 | 474 | | | | | | Not Sp |
| 079744956N | 1 | 09/05/2017 | 01 | | 08 | 7 | 472 | | | | | | Not Sp |
| 079744956N | 1 | 08/02/2017 | 01 | | 08 | 7 | 469 | | | | | | Not Sp |
| 079744956N | 1 | 07/05/2017 | 01 | | 08 | 7 | 467 | | | | | | Not Sp |
| 079744956N | 1 | 06/02/2017 | 01 | | 08 | 7 | 465 | | | | | | Not Sp |
| 079744956N | 1 | 05/02/2017 | 01 | | 08 | 7 | 463 | | | | | | Not Sp |
| 079744956N | 1 | 04/04/2017 | 01 | | 08 | 7 | 459 | | | | | | Not Sp |
| 079744956N | 1 | 03/02/2017 | 01 | | 08 | 7 | 456 | | | | | | Not Sp |
| 079744956N | 1 | 02/02/2017 | 01 | | 08 | 7 | 454 | | | | | | Not Sp |
| 079744956N | 1 | 01/04/2017 | 01 | | 08 | 7 | 451 | | | | | | Not Sp |
| 079744956N | 1 | 12/02/2016 | 01 | | 08 | 7 | 447 | | | | | | Not Sp |
| 079744956N | 1 | 11/02/2016 | 01 | | 08 | 7 | 444 | | | | | | Not Sp |
| 079744956N | 1 | 10/04/2016 | 01 | | 08 | 7 | 442 | | | | | | Not Sp |
| 079744956N | 1 | 09/02/2016 | 01 | | 08 | 7 | 439 | | | | | | Not Sp |
| 079744956N | 1 | 08/03/2016 | 01 | | 08 | 7 | 436 | | | | | | Not Sp |

ATTACHMENT B

Sherry L Basore

September 7, 2018

Option 1

Change my meter to an accurate, calibrated one. Start new, giving me credit for the \$30 I paid on 8/28/18 and the \$32.37 paid on 9/10/18. Any water usage up to that point should be zeroed out. Any water consumption prior to the new meter change, KAW should consider repayment for the time, cost and emotional stress this has caused. This seems like a very conservative resolution considering any bill cannot be substantiated.

Coordinate and pay any sewer charges up to the meter change. Since the sewer charge is a percentage of the water usage, I do not want to waste more time trying to resolve the sewer charges for the KAW errors.

Option 2

If Option 1 is not satisfactory, I would like to set out on a course of action to press for damages that will cause KAW to change their business practice as it relates to customer complaints. Option 1 doesn't start to compensate me and my family for the emotional stress, time, money and disruption in my daily routine. I have spent hours on the phone alone. It is worthy to note, in my small circle of friends, I have 3 friends that have or have had problems with KAW billing. I would like to take every avenue to achieve these goals.