

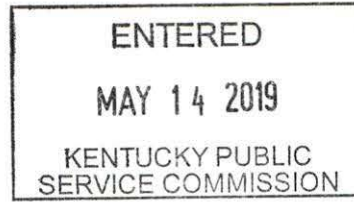
Pursuant to 807 KAR 5:001, Section 20, it is HEREBY ORDERED that:

1. Kentucky-American is to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of the Order.

2. Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so personal information cannot be read.

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By the Commission



ATTEST:


Executive Director

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2019-00133 DATED **MAY 14 2019**

TWO PAGES TO FOLLOW

RECEIVED

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PUBLIC SERVICE
COMMISSION



BENT TREE CONDOMINIUM ASSOCIATION

401 REDDING ROAD, #42, LEXINGTON, KENTUCKY 40517

November 1, 2018

Mr. Jeb Pinney
General Counsel
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601

Mr. Pinney:

With regard to an extraordinarily long and hindered effort by the Bent Tree Condominium Association, 401 Redding Road, Lexington, Kentucky, to obtain adequate information, advice, documentation and other assistance from Kentucky American Water Company (KAWC) this letter of request complies to you following an informal complaint filed with the Commission. We continue to encounter difficulty arriving at complete, publicly quantifiable, and timely cooperation from KAWC to settle disagreement on one water bill Bent Tree has an outstanding balance and for which we have sought for over a year to settle with KAWC.

Therefore, Bent Tree Condominium Association makes the following formal requests of the Commission:

All copies of meter tests and results performed on the two meters installed at 401 Redding Road since June 2017 current.

What type of meters and all meter serial numbers of meters located at this area from June 2017 to current.

All copies of outages in the area of 401 Redding Road and the surrounding area from June 2017 to current.

Bent Tree requests the Kentucky Public Service Commission test both meters associated with the property and provide the association with the results for time periods of June 2017 to current along with the dates of installation, dates of premise visit and the current status of the meters that were taken from the property, and any maintenance in the area for the time of period of June 2017 to current.

All copies of every site visit that has been made to the meters at 401 Redding Road and also all line breaks and maintenance, flushing of the valves, and maintenance of the other meters in the area for the time period of June 2017 to current.

All copies of the bills for the time period of June 2017- February 2018.

Determination of what method was used to obtain all meter readings at 401 Redding Road since June 2017, and when/if the method of obtaining meter readings was changed at any time since June 2017

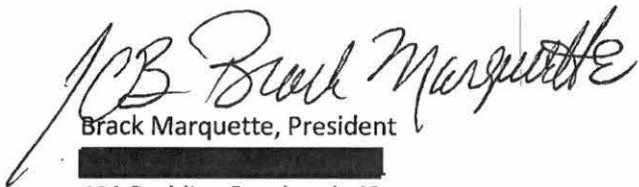
Documentation and calendar outlining the nature and scope of all customer service inquiries made to KAWC by the Bent Tree Condominium Association since June 2017 to current.

Pinney
Kentucky Public Service Commission
Kentucky American Water Company Formal Complaint
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Were Bent Tree Bills based on an actual or estimated read or manual or automatic read?

Further, Bent Tree respectfully requests the Kentucky Public Service Commission open a formal complaint of Kentucky-American Water Company in order that Bent Tree and its residents are afforded due process.

Respectfully, and on behalf of the 44 owners at Bent Tree and it's 5-member board of directors,

Handwritten signature of Brack Marquette in black ink, written in a cursive style.

Brack Marquette, President

████████████████████
401 Redding Road, unit 42
Lexington, KY 40517

████████████████

Brack Marquette
President
Bent Tree Condominium Association
401 Redding Road, #42
Lexington, KENTUCKY 40517

*Dennis G Howard II
Howard Law PLLC
740 Emmett Creek Lane
Lexington, KENTUCKY 40515

*Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

*Kentucky-American Water Company
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502