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MAR 08 2019

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Earl Douglas Ison Jr and Brenda C. Ison )  
 (Your Full Name) )  
 COMPLAINANT )  
 VS. )  
Kentucky American Water )  
 (Name of Utility) )  
 DEFENDANT )

COMPLAINT

The complaint of Earl Douglas Ison, Jr. respectfully shows:  
(Your Full Name)

(a) Brenda C. Ison  
(Your Full Name)

1404 Saddle Club Way, Lexington, Ky 40504  
(Your Address)

(b) Kentucky American Water  
(Name of Utility)

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

(c) That: The defendant knowingly used readings from a  
(Describe here, attaching additional sheets if necessary,

defective water meter to over charge the complainant for  
the specific act, fully and clearly, or facts that are the reason

water service from January 25, 2019 to February 21, 2019.  
and basis for the complaint.)

The defective meter had been replaced with a new meter

Formal Complaint

Earl Douglas Ison, Jr and Brenda C. Ison vs. Kentucky American Water

Page 2 of 2 (See attachment 1)

on February 7, 2019 due to grossly inflated previous readings that  
could not be substantiated. The new meter has been inspected three  
times since it was installed for any leaks to the system and for  
accuracy of the readings, by the defendants employees. Each  
time the technician advised both the complainant & defendant that this  
meter was functioning properly and that the replaced meter was not  
reliable

Wherefore, complainant asks \_\_\_\_\_

(Specifically state the relief desired.)

That all meter readings from the defective water meter be  
disregarded and that the monthly statement in dispute be  
determined by averaging the daily usage from the new  
water meter for the period billed.

Dated at Lexington, Kentucky, this 7<sup>th</sup> day  
(Your City)

of March, 20 19.  
(Month)

Earl Douglas Ison Jr Brenda C. Ison  
(Your Signature)

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

Date: Tuesday, March 5, 2019 1:10 PM  
From: [REDACTED]  
To: [REDACTED]  
Subject: FW: Account No. [REDACTED]

**From:** Joshua D Riley  
**Sent:** Tuesday, February 19, 2019 12:02 PM  
**To:** DOUG & BRENDA ISON  
**Subject:** RE: Account No. [REDACTED]

Good Afternoon,

Please forgive my delayed response as I have been out of the office. After requesting the paperwork and the meter to be pulled it was discovered that your bills had gone out with a clerical error. I have made the request for your bill to be adjusted and I have attached the data log provided by the last service tech. Please let us know if you have any other questions, thank you.

Joshua Riley  
Service Specialist  
Kentucky American Water  
2300 Richmond Road  
Lexington KY 40502  
[REDACTED]

**From:** DOUG & BRENDA ISON [REDACTED]  
**Sent:** Friday, February 15, 2019 2:31 PM  
**To:** Joshua D Riley [REDACTED]  
**Subject:** FW: Account No. [REDACTED]

**EXTERNAL EMAIL - "Think before you click!"**

Today you sent Bryan out to inspect our new meter. He advised you wanted him to test the meter for hourly usage since the installation on Feb 7 which was 8 days ago. He also confirmed once again there is no leak in our system. The reading is now 11.6 units used since the installation. He also installed a new meter box cover that incorporates the scanners in the cover. This should improve your accuracy for future readings since it is clear the inaccurate previous readings for the past year were estimates and not actual readings as was presented in your billing statements.

We are averaging 1.45 units of water used daily based on your new meter. There are only two residents at this address. We have no swimming pool or irrigation system installed. Both of your employees have confirmed we have no leakage. The previous meter was broken and replaced due to the inability to read any usage accurately. Your last billing statement of Feb 7 for \$365.32 should be corrected to reflect \$0.00 due and new billing to be started as of the date the new meter was installed on Feb 7. This is the only reasonable solution to this issue since you cannot accurately document the usage for the period in question and it would be impossible for my wife and I to use as much water as we were billed for.

I expect to hear from you soon.

Doug Ison

**From:** DOUG & BRENDA ISON  
**Sent:** Thursday, February 14, 2019 3:59:15 PM  
[REDACTED]  
**Subject:** Account No. [REDACTED]

Joshua Riley,

This is a follow up to our meeting of Tuesday Feb 12 regarding the error meter reading and billing statement for my account. Robert was here yesterday to read the new meter he installed on Feb 07 and we had used 9.3 units in the previous 6 days. It is clear there is no leak in our system and that the estimated billing sent us dated Feb 7 for the last 7 months is vastly overinflated.

You advised me to remind you today if I had not heard from you as you were waiting for an email from someone about our issue. Based on this new information from the newly installed meter I expect a corrected billing. Please advise what Kentucky American Water intends to do to correct this and insure that future statements reflect the accurate meter readings.

Thank You  
Doug Ison  
1404 Saddle Club Way  
Lexington, KY 40504-1696  
[REDACTED]

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