

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ROBERT D. HOBODY)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2020-00033
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

On February 3, 2020, Robert D. Hobdy (Mr. Hobdy) tendered a formal complaint with the Commission against Kentucky-American Water Company (Kentucky-American) stating that his account was overbilled due to a faulty meter. Mr. Hobdy asserts that in order to remedy this situation, Kentucky-American should be required to reimburse him for the alleged overcharged consumption.

The Commission issued an Order on February 11, 2020, notifying Kentucky-American that it had been named as a Defendant in a formal complaint, attached a copy of said complaint, and stated that Kentucky-American was to satisfy the matters complained of or file a written answer to the Complaint within ten days from the date of the Order.

Kentucky-American filed an answer and motion to dismiss on February 21, 2020. Kentucky-American states that it removed Meter No. H012676594 from 672 Anniston Drive, Lexington, Kentucky, on January 7, 2020, and tested it that same day at Kentucky-

American's meter testing facility at 2300 Richmond Road, Lexington, Kentucky 40502. Kentucky-American contends that the results of that meter test show that the meter is accurate. Kentucky-American provided a copy of the meter test results indicating the same.

The Commission then had the meter in question tested by Citco Water on July 6, 2021. The meter passed all accuracy requirements (see attached Appendix).

Having reviewed the evidentiary record and being otherwise sufficiently advised, the Commission finds that because Mr. Hobdy is alleging that Kentucky-American overcharged him for water service and because the only evidence in the record indicates that the meter in question has tested accurately, Mr. Hobdy should have until September 2, 2021, to submit additional evidence in support of his complaint.

The Commission directs Mr. Hobdy to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding the filing of physical documents with the Commission. In the Commission's March 16, 2020 Order in Case No. 2020-00085,² the Commission provides instructions for filings in non-electronic cases, insofar that parties of non-electronic cases may file one original document with no copies or send an electronic mail message with an electronic copy of the document to the Commission and to parties to the matter. Any electronic email filed in this manner should be sent to this email: PSCED@ky.gov, and each message should include the case number in the subject line

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

² Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6.

of the message and a read receipt to ensure the Commission received the message and documents. If electronic mail is used, please limit the size of the documents to 5 MB.


IT IS HEREBY ORDERED that Mr. Hobby shall have until September 2, 2021, to file additional information into the record in support of his complaint.

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By the Commission



ATTEST:


_____ for
Executive Director

Case No. 2020-00033

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2020-00033 DATED AUG 02 2021

ONE PAGE TO FOLLOW



Citco Water
140B Ambassador Drive
Bowling Green, Kentucky 42101

Phone: (270)843-0852 Fax: (270)780-9894

Sales Order #:	
Date Tested:	7/6/2021
Tester:	Michael Shipley
Card #:	W70

Meter Shop Test Report

Customer: PSC - KY Amer.

	Serial #	Size	Meter Mfg.	Model	% ACCURACY AS RECEIVED				% ACCURACY AS REPAIRED				
					High	Med.	Low	Avg.	High	Med.	Low	Avg.	
1	12676594	5/8th	Hershey		99	100	100	99.667				#DIV/0!	As Found 31073.68
2								#DIV/0!				#DIV/0!	
3								#DIV/0!				#DIV/0!	
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Robert D. Hobdy
603 Ivy Court
Lexington, KENTUCKY 40505

*Honorable Lindsey W Ingram, III
Attorney at Law
STOLL KEENON OGDEN PLLC
300 West Vine Street
Suite 2100
Lexington, KENTUCKY 40507-1801

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

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