

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

FEB 25 2020

PUBLIC SERVICE
COMMISSION

In the matter of:

Amy J. Catudal)
(Your Full Name))
COMPLAINANT)

VS.

Nicholas County Water)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Amy J. Catudal respectfully shows:
(Your Full Name)

(a) Amy J. Catudal
(Your Full Name)

3770 Crooked Creek Rd. Carlisle, KY 40311
(Your Address)

(b) Nicholas County Water
(Name of Utility)

11639 Old Paris Rd. Carlisle, KY 40311
(Address of Utility)

(c) That: The enclosed bill was mailed out on 1/16/20 and the
(Describe here, attaching additional sheets if necessary,

back of the bill clearly states a \$25 reconnect fee, not
the specific act, fully and clearly, or facts that are the reason

the \$55 disconnect and \$55 reconnect fee that they charged
and basis for the complaint.)

me to have my water turned back on after shutting me off

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Formal Complaint

Amy J. Catudal vs. Nicholas County Water

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for a \$66.17 late bill, I recieved no notice of any rate change:
at all. The Public Service Commission contacted them on 1/20/20
and they stated they would credit my account \$85 of the \$110
that I paid. Nicholas County Water is now refusing to credit
my account and tells me that the Public Service Commission
contacted them again and told them not to credit my account.

Wherefore, complainant asks I am asking for a \$85.00
(Specifically state the relief desired.)

Credit plus a \$7.08 new late charge for a
total of \$92.08

Dated at Carlisle, Kentucky, this 24th day
(Your City)

of February, 2020.
(Month)

Amy Catudal
(Your Signature*)

(Name and address of attorney, if any)

2/24/20
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.

Nicholas County Water District Tel: (859) 289-3157
 1639 Old Paris Road • Carlisle, Kentucky 40311

PRESORTED
 FIRST CLASS MAIL
 U.S. Postage Paid
 Carlisle, KY 40311
 PERMIT NO. 21

2nd NOTICE

ACCOUNT	[REDACTED]			12/1/19 - 12/31/19
SERVICE AT 3770 CROOKED CREEK RD				
CODE	PRESENT	PREVIOUS	USAGE	CHARGES
ARR	BAL FORWARD			98.02
ADJ	ADJUSTMENT TO ACCOUNT			110.00
PAYMENT				-176.17
TF	LATE CHARGE			3.19
2nd NOTICE				
SERVICE WILL BE SCHEDULED FOR CUT-OFF IF BILL NOT PAID IN FULL BY LAST BUSINESS DAY OF MONTH.				
BILL IS DUE UPON RECEIPT		DUE DATE	PAY THIS AMOUNT	
		1/31/20	35.04	

ACCOUNT	DISCONNECT DATE
[REDACTED]	1/31/20
THIS BILL IS DUE UPON RECEIPT	PAY THIS AMOUNT
	35.04
10-0775	
PLEASE RETURN THIS STUB WITH PAYMENT	

AMY CATUDAL
 3770 CROOKED CREEK RD
 CARLISLE KY 40311

40311-933970



Make check payable and remit to:

NICHOLAS COUNTY WATER DISTRICT
1639 Old Paris Road
Carlisle, Kentucky 40311

Please make checks payable to:

Nicholas County Water District
1639 Old Paris Road ♦ Carlisle, KY 40311
Phone: (859) 289-3157 Fax: (859) 289-8131

CODE EXPLANATION

WAT	-	Water Charge
TXU	-	Utility Tax (School)
MSC	-	Miscellaneous
LTF	-	Late Fee
ARR	-	Arrears
ADJ	-	Adjustment
OP	-	Over Payment
DPA	-	Deposit Applied
SC	-	Service Charge
CB	-	Credit Balance

OFFICE HOURS

7:30AM to 4:00PM Monday thru Friday
Closed Weekends and Holidays

THERE IS A 10% PENALTY ADDED AFTER DUE DATE

Unpaid accounts will be disconnected on the last business day of the month. The original bill plus a \$25.00 reconnect fee must be paid in order to restore service.

***RATES ARE FURNISHED UPON REQUEST**

RETURN THIS PORTION WITH YOUR PAYMENT

FAILURE TO RECEIVE BILL IS NO EXCUSE FOR NON-PAYMENT

PLEASE KEEP THIS STUB FOR YOUR RECORDS

Amy Catudal
3770 Crooked Creek Rd.
Carlisle, KY 40311

LEXINGTON KY 405

24 FEB 2020 PM 3 L



Kentucky Public Service Commission
P.O. Box 615
211 Sower Blvd.
Frankfort, Kentucky 40602-0615

40602-0615

