

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AMY J. CATUDAL	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2020-00055
	)	
NICHOLAS COUNTY WATER DISTRICT	)	
	)	
DEFENDANT	)	

ORDER

On February 26, 2020, Amy J. Catudal tendered a formal complaint (Complaint) with the Commission against the Nicholas County Water District (Nicholas District) alleging that she was overcharged for reconnection of her water service following disconnection. Ms. Catudal states that her water service was disconnected and that she was charged a \$55.00 disconnect fee and a \$55.00 reconnect fee, despite the fact the back of the bill she received indicated the fee to have water service reconnected following a disconnection was \$25.00. Ms. Catudal is asking for an \$85.00 credit to be applied to her account with Nicholas District reflecting the difference in the \$110.00 she was charged to have her service restored following disconnection and the \$25.00 reconnect fee as listed on her bill. In addition, she is asking to have a late charge of \$7.08 removed from her account. The total amount for which she seeks a credit is \$92.08.

By Order dated March 23, 2020, the Commission found that it was unable to determine from the facts presented by Ms. Catudal whether her Complaint established a

prima facie case, but found that further investigation into the merits of the Complaint were warranted. The Commission ordered Nicholas District to assist in the investigation by filing with the Commission copies of the front and back of bills issued to Ms. Catudal between December 1, 2019, and the date of the Commission's Order. On March 30, 2020, Nicholas District filed a Customer History Report and copies of the front and back of the January 2020 bill with the Commission.

The Commission finds that further information is required. Because the necessary information is in the possession of Nicholas District, we find that a copy of this Order should be served upon Nicholas District for the purpose of requesting documents. Pursuant to the Commission's Orders in Case No. 2020-00085,<sup>1</sup> issued March 16, 2020, and March 24, 2020, Nicholas District shall not file the original paper copy of all requested information at this time, but rather shall file original paper copies within 30 days of the lifting of the current state of emergency.<sup>2</sup>

IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served upon Nicholas District for the purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a prima facie case.

2. Within ten days of the date of entry of this Order, Nicholas District, by and through counsel, shall file a response to the following:

---

<sup>1</sup> Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6. Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 24, 2020), Order at 1–3.

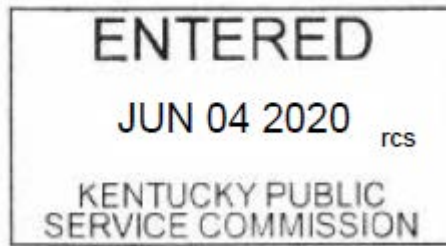
<sup>2</sup> Any electronic email filed in this matter should be sent to PSCED@ky.gov and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents.

a. State upon what date Nicholas District began mailing customer bills containing the language, “Unpaid accounts will be disconnected on the last business day of the month. The original bill plus a \$55.00 disconnect fee and a \$55.00 reconnect fee must be paid in order to restore service.”

b. State how many customers Nicholas District disconnected for nonpayment between December 27, 2019, and the date provided in the response above.

c. Commission Regulation 807 KAR 5:006, Section 7(3), requires each utility to include in its tariff the billing form to be used by the utility. State whether Nicholas District’s billing format in its tariff on file with the Commission accurately reflects the billing form used by Nicholas District.

By the Commission



ATTEST:

  
\_\_\_\_\_  
Executive Director

Amy J. Catudal  
3770 Crooked Creek Road  
Carlisle, KENTUCKY 40311

\*Nicholas County Water District  
1639 Old Paris Road  
Carlisle, KY 40311

\*Nicholas County Water District  
Nicholas County Water District  
1639 Old Paris Road  
Carlisle, KY 40311