

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DONALD ROBERTS)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2021-00319
)	
DEXTER-ALMO HEIGHTS WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

Dexter-Almo Heights Water District (Dexter-Almo District) is hereby notified that it has been named as a Defendant in a formal complaint filed on August 3, 2021, a copy of which is attached to this Order.

The Commission directs Dexter-Almo District to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings 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 PSCED@ky.gov, and each

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.

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 party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

Pursuant to 807 KAR 5:001, Section 20, Dexter-Almo District is HEREBY ORDERED to:

1. Satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of this Order.

2. If Dexter-Almo District files a written answer, the answer shall include all service orders for Mr. Roberts's account for the past five years, the results of any meter tests conducted in the past five years, and any information concerning all metering equipment installed at Mr. Roberts's residence during the past five years.

3. A copy of this Order shall be mailed to Mr. Donald Roberts, by U.S. mail, at 112 O'Bryan Circle, Almo, Kentucky 42020.

By the Commission

ENTERED
AUG 18 2021
rcs
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2021-00319

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2021-00319 DATED AUG 18 2021

THIRTEEN PAGES TO FOLLOW

AUG 03 2021

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

Donald Roberts
(Your Full Name))
COMPLAINANT)

VS. Dexter/Almo
Water District
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Donald Roberts respectfully shows:
(Your Full Name)

(a) Donald Roberts
(Your Full Name)

112 O'BRYAN Circle ALMO Ky (CALLOWAY CTY) 42020
(Your Address)

(b) Dexter/ALMO (CALLOWAY CTY) Ky 42020
(Name of Utility)

351 ALMO Rd ALMO Ky 42020
(Address of Utility)

(c) That: Describe here, attaching additional sheets if necessary,
SEE ATTACHED
the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Donald Roberts vs. Denton/Almo water District

Page 2 of 2

SEE Attached

Wherefore, complainant asks finally - after 5 pgs of outline
(Specifically state the relief desired.)

Request how many SINGLE households experience such
spikes in water usage - Investigating only my Complaint
will probably result in finding of "NOTHING"
Suspicious - (DNR) Compare - Random Selection of at least
100-200 households - families - 2 or more - single households &
those on fixed incomes - compare to Business usage too

Dated at ALMO (Collinsville City), Kentucky, this 21st day
(Your City)
of July, 2021.
(Month)

Resigned DNR 7/28/2021

Donald Roberts
(Your Signature)

(Name and address of attorney, if any)

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.

DONALD ROBERTS

V

DEXTER/ALMO

WATER DISTRICT

compliant no:2021-00901

FROM MY UNDERSTANDING, THE PSC HAS THE COMPLETE
PRINTOUT OF WATER USAGE FROM THE PERIODS OF

FROM APRIL 2 , 2019 TO APRIL 14, 2021

COMPLAINT

I HAD WATER TURNED ON **2 APRIL 2019**

BETWEEN THIS DATE AND WHEN I **ACTUALLY** MOVED INTO
PREMISES ON **1 NOVEMBER 2019** I SPENT (APPROXIMATELY) **20**
HOURS MONTHLY AT MY RESIDENCE.

REASON-----I WAS BUILDING IT AND LIVED WITH MY SISTER DURING
THIS TIME FRAME FOR WHICH, **IF REQUESTED**, I CAN PROVIDE AN
AFFADAVIT, AVERING TO THIS FACT.

PLUS, AN **AFFIDAVIT** FROM MY SECOND SISTER WHO ACTUALLY
DROVE ME OVER DURING HER WORK OFF DAYS.

MY HOUSE IS

14 feet wide x 40 feet long ==560 square feet

CONSISTING OF

- 1) SHOWER** (no tub)
- 2) 1 ENERGY EFFICIENT TOILET**
- 3) (CURRENTLY) NO BATHROOM SINK**
- 4) TANKLESS WATER HEATER**
- 5) DOUBLE KITCHEN SINK WITH 1 FAUCET**
- 6) 1 OUTSIDE SPIGET**

4/2021--USAGE--**2400 GALLONS A WHOPPING INCREASE OF 1100 GALLONS** (daily average ---80 gallons)

5/ 2021 USAGE **2710 GALLONS AN INCREASE OF 300 GALLONS**

6/2021--USAGE **4500 GALLONS ANOTHER WHOPPING INCREASE OF 2100 GALLONS FROM APRIL 2021** (daily average **150** gallons)

THIS DISTRICT EITHER IS

A) NOT ACTUALLY READING THE METERS

B) GUESSING

C) ADDING A FICTIOUS STATIONARY ZERO ON (~~i've enclosed a picture of my actual water meter for reference~~) (DPR)

D) COMMITTING FRAUD

IT'S VIRTUALLY IMPOSSIBLE THAT A HOUSE OF THIS SIZE AND A **SINGLE** RESIDENT CAN USE THAT MUCH WATER IN ANY GIVEN MONTH

EXCEPT

1) FILLING A SWIMMING POOL

2) SERIOUS PLUMBING LEAKS (which i don't have)

3) WATER LINE IS CONNECTED TO 2 HOUSES

I HAVE SPOKEN WITH MY NEIGHBORS AND, THEY TOO, HAVE EXPRESSED DEEP CONCERNS OVER THE ESCALATING WATER BILLS.

THIS MATTER NEEDS TO BE INVESTIGATED BY **COMPETENT EXPERTS, NOT THE DISTRICT ITSELF, WITH NOT ONLY A NEW DIGITAL METER BEING INSTALLED, BUT A METER INSTALLED IN LINE WITHIN THE HOUSE TO SHOW PRECISE AMOUNT OF WATER EXPENDED ON A DAILY BASIS.**

I'VE TRIED TO SPEAK TO THEM ABOUT THIS AND WAS **SIMPLY BLOWN OFF.**

I'LL BE DAMNED IF I CONTINUE TO PAY FOR SOMETHING I'M NOT USING NOR CAN THEY ACTUALLY PROVE WELL BEYOND WHAT

7) 1 WASH MACHINE

NOW ----

I SHOWER 2 X WEEKLY AND WHILE IN PROCESS I TURN WATER OFF

I WASH CLOTHES 2 X MONTHLY ---1 LOAD EACH TIME

I DON'T WATER LAWN

FROM

4/2019 UNTIL I PHYSICALLY & PERMANENTLY MOVED IN ON 1 NOVEMBER 2019 (which can be verified via dmv since i must notify them of change of address by law)

THIS DISTRICT CLAIMS IN THESE MONTHS

5/2019----I USED 0 WATER BUT CHARGED ME \$16.56 FOR USING ABSOLUTELY NO WATER WHY????

6/2019 -----THEY CLAIM I USED 100 GALLONS

QUESTION----HOW CAN A PERSON USE THAT AMOUNT WHEN A TOILET SINK NOR SHOWER WAS EVEN INSTALLED UNTIL AUGUST 2019??????

IN MY COPY OF THE AUDIT JULY 2019 IS MISSING ENTIRELY----- WHY?????

8/2019---THEY CLAIM I USED 800 GALLONS-----HOW WHEN DURING THIS TIME FRAME IF I NEEDED TO UTILIZE THE BATHROOM-----THE WOODS THEN BECAME MY BATHROOM THERBY ELIMINATING A TOILET, SINK THAT WASN'T EVEN INSTALLED YET.

THIS IS A RADICAL INCREASE OF 700 GALLONS

WHY?????

9/2019----THEY SHOW A DECREASE OF USAGE OF 100 GALLONS TO 700

10/2019---AGAIN THEY SHOW A DECREASE IN USAGE TO 200 GALLONS

WHY?????

DURING SEPTEMBER & AUGUST I INSTALLED THE SHOWER TOILET AND KITCHEN SINK. HOWEVER, THE TOILET WAS BROKEN AND NOT USEABLE.

DECEMBER 2019 I COMPLAINED ABOUT THIS MATTER & THEY CAME AND REPLACED THE ORIGINAL METER INSTALLED WITH AN UPDATED MODEL.

NOW THE FUN PART FOR A LOGICAL EXPLANATION-----

JANUARY 2020----

SHOWS A DECREASE TO 500 GALLONS FROM DECEMBER 2019 USAGE OF 800 GALLONS

2/2020 SHOWS A USAGE 700 GALLONS AN INCREASE OF 200 GALLONS

3/2020---USAGE--400 GALLONS A DECREASE OF 300 GALLONS

4/2020 USAGE---1000 GALLONS AN INCREASE OF 600 GALLONS

5/2020---USAGE--1000 GALLONS REMAINED THE SAME

6/2020--USAGE 800 GALLONS A DECREASE OF 200 GALLONS

7/2020--USAGE--1500 GALLONS AN INCREASE OF 700 GALLONS (this number would indicate in this month i was using an average of 50 gallons daily)

8/2020--USAGE 1400 GALLONS A DECREASE OF 100 GALLONS

9/2020---USAGE 1600 GALLONS AN INCREASE OF 200 GALLONS

10/2020--USAGE 2400 GALLONS AN INCREASE OF 800 GALLONS (average daily use----80 gallons)

11/2020--USAGE--1800 GALLONS A DECREASE OF 600 GALLONS

12/2020---USAGE --1600 GALLONS A DECREASE OF 200 GALLONS

1/2021---USAGE--1600 GALLONS SAME AS PREVIOUS MONTH

2/2021--USAGE---1600 GALLONS SAME AS PREVIOUS MONTH

3/2021--USAGE --1800 GALLONS AN INCREASE OF 200 GALLONS

THE CLAIM A METER SHOWS.


IF IT COMES DOWN TO IT I'LL INSTALL A WELL.

CONCLUSION

PLEASE, VIA SOLID DATA, EXPLAIN TO ME WHERE 4500 GALLONS OF WATER ARE GOING.

MY SEPTIC TANK IS ONLY 1500 GALLONS AND AS OF THIS COMPLIANT AIN'T FILLED TO THE BRIM NOR IS MY YARD FLOODED FROM THE EXCESSIVE OVERFLOW OF 3000 GALLONS. I DO NOT HAVE A DRAIN FIELD BUT CONNECTED TO A SEWER SYSTEM THAT RUNS OFF INTO A 2 ACRE LAGOON.

UNDER PENALTIES OF PERJURY, I DECLARE, THAT ALL INFORMATION CONTAINED IN THIS COMPLIANT CAME FROM THE AUDIT THAT WAS CONDUCT AT MY BEHEST AND THAT COPY IS INCLUDED.

 7/21/2021

DONALD ROBERTS

112 O'BRYAN CIRCLE

ALMO, (CALLOWAY COUNTY) KY 42020



RE-Signed  7/28/2021

AUDIT HISTORY

Program Version 21.4.100

Dexter-Alno Water Dist.

Account: XXXXXXXXXX

Roberts, Donald
112 O'Bryan Circle

Date	Amount	Description	Balance
		Beginning Month Balance	\$0.00
4/2/2019	\$75.00	Deposit (New Deposit)	\$0.00
		Beginning Month Balance	\$0.00
5/15/2019	\$16.56	Usage of 0 Water	\$16.56
5/15/2019	\$0.50	School Tax	\$17.06
5/31/2019	(\$16.56)	Manually Removed Water	\$0.50
5/31/2019	(\$0.50)	Manually Removed School Tax	\$0.00
		Beginning Month Balance	\$0.00
6/3/2019	(\$18.00)	Payment Check # 0	(\$18.00)
6/12/2019	\$16.56	Usage of 100 Water	(\$1.44)
6/12/2019	\$0.50	School Tax	(\$0.94)
		Beginning Month Balance	(\$0.94)
		Beginning Month Balance	(\$0.94)
8/14/2019	\$16.56	Usage of 800 Water	\$15.62
8/14/2019	\$0.50	School Tax	\$16.12
		Beginning Month Balance	\$16.12
9/3/2019	(\$16.12)	Payment Check # 0	\$0.00
9/12/2019	\$16.56	Usage of 700 Water	\$16.56
9/12/2019	\$0.50	School Tax	\$17.06
		Beginning Month Balance	\$17.06
10/14/2019	(\$17.00)	Payment Check # 0	\$0.06
10/16/2019	\$16.56	Usage of 200 Water	\$16.62
10/16/2019	\$0.50	School Tax	\$17.12
		Beginning Month Balance	\$17.12
11/4/2019	(\$20.00)	Payment Check # 0	(\$2.88)
		Beginning Month Balance	(\$2.88)
12/12/2019		Changeout Final Read: 19/Usage=0 New Meter Read: 0	
12/12/2019	\$16.56	Usage of 800 Water	\$13.68
12/12/2019	\$0.50	School Tax	\$14.18
		Beginning Month Balance	\$14.18
1/13/2020	\$1.38	Late Charge	\$15.56
1/13/2020	\$16.56	Usage of 500 Water	\$32.12
1/14/2020	\$0.50	School Tax	\$32.62
1/15/2020	(\$0.03)	Adjustment-Creit on int. from your deposit	\$32.59
1/15/2020		interest for 2019	
1/17/2020	(\$15.56)	Payment Check # 0	\$17.03
		Beginning Month Balance	\$17.03
2/10/2020	(\$17.03)	Payment Check # 0	\$0.00
2/14/2020	\$16.56	Usage of 700 Water	\$16.56
2/14/2020	\$0.50	School Tax	\$17.06
		Beginning Month Balance	\$17.06
3/5/2020	(\$17.06)	Payment Check # 0	\$0.00
3/12/2020	\$16.56	Usage of 400 Water	\$16.56
3/12/2020	\$0.50	School Tax	\$17.06
		Beginning Month Balance	\$17.06
4/2/2020	(\$17.06)	Payment Check # 0	\$0.00
4/8/2020	\$16.56	Usage of 1000 Water	\$16.56
4/8/2020	\$0.50	School Tax	\$17.06
		Beginning Month Balance	\$17.06

2019

Changed out the meter.

2020

5/5/2021
9:49:49AM

Dexter-Almo Water Dist.

AUDIT HISTORY

Program Version 21.4.100

Account: XXXXXXXXXX

Roberts, Donald
112 O'Bryan Circle

Date	Amount	Description	Balance
5/4/2020	(\$17.06)	Payment Check # 0	\$0.00
5/6/2020	(\$75.00)	Deposits - Refunded Deposit	\$0.00
5/12/2020	\$16.56	Usage of 1000 Water	\$16.56
5/12/2020	\$0.50	School Tax	\$17.06
		Beginning Month Balance	\$17.06
6/2/2020	(\$17.06)	Payment Check # 0	\$0.00
6/11/2020	\$20.56	Usage of 800 Water	\$20.56
6/11/2020	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
7/6/2020	(\$21.18)	Payment Check # 0	\$0.00
7/13/2020	\$20.56	Usage of 1500 Water	\$20.56
7/13/2020	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
8/3/2020	(\$21.18)	Payment Check # 0	\$0.00
8/7/2020	\$20.56	Usage of 1400 Water	\$20.56
8/7/2020	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
9/2/2020	(\$21.18)	Payment Check # 0	\$0.00
9/11/2020	\$20.56	Usage of 1600 Water	\$20.56
9/11/2020	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
10/2/2020	(\$21.18)	Payment Check # 0	\$0.00
10/21/2020	\$23.80	Usage of 2400 Water	\$23.80
10/21/2020	\$0.71	School Tax	\$24.51
		Beginning Month Balance	\$24.51
11/2/2020	(\$24.51)	Payment Check # 0	\$0.00
11/11/2020	\$20.56	Usage of 1800 Water	\$20.56
11/11/2020	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
12/2/2020	(\$21.18)	Payment Check # 0	\$0.00
12/11/2020	\$20.56	Usage of 1600 Water	\$20.56
12/11/2020	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
1/5/2021	(\$21.18)	Payment Check # 0	\$0.00
1/13/2021	\$20.56	Usage of 1600 Water	\$20.56
1/13/2021	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
2/3/2021	(\$21.18)	Payment Check # 0	\$0.00
2/17/2021	\$20.56	Usage of 1600 Water	\$20.56
2/17/2021	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
3/2/2021	(\$21.18)	Payment Check # 0	\$0.00
3/17/2021	\$20.56	Usage of 1800 Water	\$20.56
3/17/2021	\$0.62	School Tax	\$21.18
		Beginning Month Balance	\$21.18
4/6/2021	(\$21.18)	Payment Check # 0	\$0.00
4/14/2021	\$27.86	Usage of 2900 Water	\$27.86
4/14/2021	\$0.84	School Tax	\$28.70
		Beginning Month Balance	\$28.70

2020

2021

TOTAL ON/BEFORE PENALTY DATE
\$ 35.38
PAY NOW - SAVE \$3.54
TOTAL AFTER PENALTY DATE
\$ 38.92

Billing Statement

Dexter-Almo Water Dist.
 351 Almo Rd
 Almo, KY 42020
 270-753-9101

MAY
2021

Roberts, Donald
 112 O'Brayn Circle
 Almo KY 42020

ACCOUNT NO. [REDACTED]

PENALTY DATE

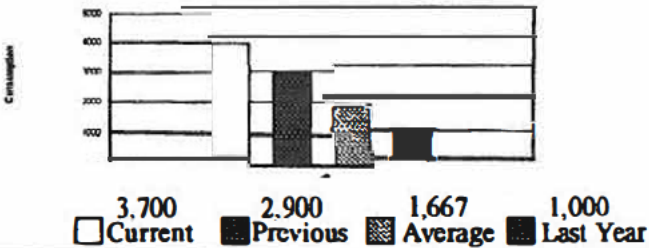
6/10/2021

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
 PLEASE RETURN TOP PORTION WITH PAYMENT

Route #2	BILLING PERIOD	FROM	TO	ACCOUNT NO.	Roberts, Donald
Rate Code #1	Service From 4/1/2021 TO 5/7/2021			[REDACTED]	
Reading Date 5/7/2021	Print Date: 5/19/2021				
	SERVICE ADDRESS: 112 O'Bryan Circle				
					Charges
PRESENT READING	Water				34.35
27100	School Tax				1.03
PREVIOUS READING					
23400					

Usage 3,700

Monthly Usage



Dexter-Almo Water Dist.
 351 Almo Rd
 Almo, KY 42020
 270-753-9101

www.dexteralmowater.com to pay online

Emergency contact
 Jasper Wyatt 270-227-3498

Account # 936

TOTAL DUE NOW	35.38
----------------------	--------------

SAVE THIS PENALTY	PAY THIS AMOUNT AFTER
\$3.54	6/10/2021 38.92

JUNE 2021

TOTAL ON/BEFORE PENALTY DATE	\$ 42.07
PAY NOW - SAVE	\$4.21
TOTAL AFTER PENALTY DATE	\$ 46.28

Correct
502
782-2573
PSC

Billing Statement

Dexter-Almo Water Dist.
 351 Almo Rd
 Almo, KY 42020
 270-753-9101

Roberts, Donald
 112 O'Brayn Circle
 Almo KY 42020

ACCOUNT NO. [REDACTED]

PENALTY DATE

7/10/2021

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
PLEASE RETURN TOP PORTION WITH PAYMENT

Route #2	BILLING PERIOD	FROM	TO	ACCOUNT NO.
Rate Code #1	Service From	5/7/2021	TO 6/3/2021	[REDACTED] Roberts, Donald

Print Date: 6/22/2021

SERVICE ADDRESS:

112 O'Bryan Circle

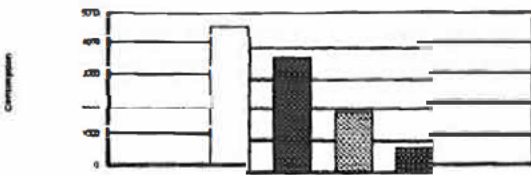
Charges

PRESENT READING	Water	40.84
31600	School Tax	1.23
PREVIOUS READING		
27100		

3941
3160
2510

Usage 4,500

Monthly Usage



4,500 Current 3,700 Previous 1,892 Average 800 Last Year

Dexter-Almo Water Dist.
 351 Almo Rd
 Almo, KY 42020
 270-753-9101

www.dexteralmowater.com to pay online

Emergency contact
 Jasper Wyatt 270-227-3498

Account # [REDACTED]

TOTAL DUE NOW	42.07
----------------------	--------------

SAVE THIS PENALTY	PAY THIS AMOUNT AFTER
\$4.21	7/10/2021
	46.28

RECEIVED

AUG 03 2021

PUBLIC SERVICE
COMMISSION

Donald Roberts

✓

Dexter/Alma
Waken District

Complaint # 2021-00901

Sir/Madam:

You stated " your Complaint shows that forms were sent to you on June 22, 2021 and never received."

1) I NEVER received such.

2) may have been mailed to wrong address

3) somebody is "FLAT OUT LYING"

about mailing such. I'll take a

polygraph to support my statement.

RE-SIGNED ~~DRR~~ 7/21/2021
7/28/2021

NOTES:

Recent Bill for

July 2011

Present Reading 36000

Previous Reading 31600

USAGE

4,400

(decrease of 900 gallons from previous month of June)

Again - Explain how a 1,500 gallon septic tank CAN

ACCOMMODATE AN EXCESS AMOUNT

OF WATER EQUALING

2,900 gallons w/o FLOODING

AREA.

IMPOSSIBLE

F*cking NO WAY!! DFR

Donald Roberts
112 O'Bryan Circle
Almo, KENTUCKY 42020

*Dexter-Almo Heights Water District
351 Almo Road
Almo, KY 42020