

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION OF KENTUCKY-	)	
AMERICAN WATER COMPANY'S ALLEGED	)	CASE NO.
VIOLATION OF A TARIFF AND COMMISSION	)	2022-00299
REGULATIONS REGARDING METERS AND	)	
MONITORING CUSTOMER USAGE	)	

ORDER

The Commission, on its own motion, finds that the case record in Case Nos. 2023-00042, Case No. 2023-00030, and Case No. 2023-00115<sup>1</sup> should be incorporated by reference into this proceeding based upon Kentucky-American Water Company's (Kentucky-American) responses to Commission Staff's Requests for Information and Attorney General's Request for Information. The Commission also finds the Commission's records of the informal complaints set forth in Appendix to this Order, should be incorporated by reference into this proceeding.

IT IS THEREFORE ORDERED that:

1. The informal complaints against Kentucky-American contained in Appendix of this Order shall be incorporated by reference into this proceeding.
2. Case Nos. 2023-00042, 2023-00030, and 2023-00115 shall be incorporated by reference into this proceeding.

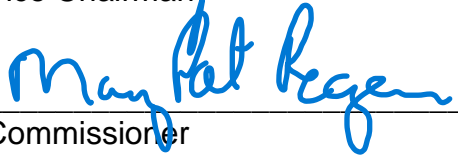
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<sup>1</sup> See Case No. 2023-00042, *Kathryn A. Ehram v. Kentucky-American Water Company*; Case No. 2023-00030, *Electronic Application of Kentucky-American Water Company to Amend Tariff to Revise Qualified Infrastructure Charge*; and Case No. 2023-00115, *Richard Hall Jouett v. Kentucky-American Water Company*.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner



ATTEST:

  
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2022-00299 DATED MAY 17 2023

SIXTY-EIGHT PAGES TO FOLLOW

Utility Complaints Report for One Utility  
For 08/01/2022 - 4/1/2023

Year-SeqID	Customer Name	County	Type	Utility Name	Utility Id	Reason	Opened	Closed	Investigator
2022-02633	Curtsinger, Robert	Fayette	600	Kentucky-American Water Company	15800	700	08/19/22	08/23/22	ROSEMARY.TUTT
2022-02647	Klingler, Marina	Fayette	600	Kentucky-American Water Company	15800	700	08/23/22	08/23/22	STACEY.VARNEY
2022-02648	Williams, Alena ✓	Fayette	600	Kentucky-American Water Company	15800	600	08/23/22	08/23/22	STACEY.VARNEY
2022-02695	Van Hook, Julie	Fayette	600	Kentucky-American Water Company	15800	500	09/06/22	09/06/22	STACEY.VARNEY
2022-02716	Whitt, Sue	Fayette	600	Kentucky-American Water Company	15800	600	09/12/22	09/12/22	STACEY.VARNEY
2022-02837	Becknell, Carol ✓	Fayette	600	Kentucky-American Water Company	15800	700	10/17/22	10/18/22	STACEY.VARNEY
2022-02863	Glass, Eastland	Owen	600	Kentucky-American Water Company	15800	300	10/24/22	11/07/22	ROSEMARY.TUTT
2022-02878	Mitchell, Clayton	Fayette	600	Kentucky-American Water Company	15800	700	10/27/22	10/28/22	ROSEMARY.TUTT
2022-02930	Evanoff, Connor	Fayette	600	Kentucky-American Water Company	15800	600 ✓	11/16/22	11/17/22	STACEY.VARNEY
2022-02938	Vanhooose, Casey	Fayette	600	Kentucky-American Water Company	15800	600 ✓	11/18/22	12/02/22	STACEY.VARNEY
2022-02964	England, Cindy	Fayette	600	Kentucky-American Water Company	15800	700	11/30/22	12/01/22	STACEY.VARNEY
2022-02996	Beck, Kyle	Fayette	600	Kentucky-American Water Company	15800	700	12/07/22	12/08/22	STACEY.VARNEY
2022-03017	Russell, Andrea	Fayette	600	Kentucky-American Water Company	15800	500	12/13/22	12/15/22	STACEY.VARNEY
2023-00018	Barrett, Jason ✓	Fayette	600	Kentucky-American Water Company	15800	600 ✓	01/03/23	01/13/23	ROSEMARY.TUTT
2023-00033	Crump, Crystal	Fayette	600	Kentucky-American Water Company	15800	100	01/04/23	01/05/23	ROSEMARY.TUTT
2023-00036	Ehrsam, Kathryn ✓	Fayette	600	Kentucky-American Water Company	15800	600 ✓	01/06/23	01/20/23	ROSEMARY.TUTT
2023-00184	Rogers, Erin ✓	Fayette	600	Kentucky-American Water Company	15800	700	01/27/23	01/27/23	ROSEMARY.TUTT
2023-00195	Haley, Roberta ✓	Fayette	600	Kentucky-American Water Company	15800	300	01/30/23	01/31/23	ROSEMARY.TUTT
2023-00196	Laird, Richard ✓	Madison	600	Kentucky-American Water Company	15800	300	01/30/23	01/30/23	STACEY.VARNEY
2023-00256	Bartruff, Taylor ✓	Fayette	600	Kentucky-American Water Company	15800	700	02/15/23	02/16/23	STACEY.VARNEY
2023-00273	Williams, Mark ✓	Fayette	600	Kentucky-American Water Company	15800	600 ✓	02/20/23	03/01/23	ROSEMARY.TUTT
2023-00304	Thornton, Sarah ✓	Fayette	600	Kentucky-American Water Company	15800	600 ✓	02/23/23	03/01/23	STACEY.VARNEY

Utility Complaints Report for One Utility  
For 08/01/2022 - 4/1/2023

Year-SeqID	Customer Name	County	Type	Utility Name	Utility Id	Reason	Opened	Closed	Investigator
2023-00311	Long, James ✓	Fayette	600	Kentucky-American Water Company	15800	600	02/24/23	04/18/23	ROSEMARY.TUTT
2023-00312	Ison, Kathy ✓	Fayette	600	Kentucky-American Water Company	15800	600	02/24/23	03/24/23	ROSEMARY.TUTT
2023-00317	Lilly, Barry T. ✓	Fayette	600	Kentucky-American Water Company	15800	600	02/27/23	03/09/23	STACEY.VARNEY
2023-00322	Pendones, Mariela ✓	Fayette	600	Kentucky-American Water Company	15800	600	02/27/23	03/01/23	STACEY.VARNEY
2023-00323	Young, Bobby ✓	Fayette	600	Kentucky-American Water Company	15800	600	02/27/23		ROSEMARY.TUTT
2023-00326	Devan, Karen	Fayette	600	Kentucky-American Water Company	15800	700	02/27/23	03/06/23	STACEY.VARNEY
2023-00335	Kemper, Gerald	Owen	600	Kentucky-American Water Company	15800	500	02/28/23	03/24/23	ROSEMARY.TUTT
2023-00412	Esters, Gentell ✓	Fayette	600	Kentucky-American Water Company	15800	700	03/14/23	03/28/23	ROSEMARY.TUTT
2023-00414	Houston, Steve ✓	Fayette	600	Kentucky-American Water Company	15800	700	03/15/23	03/16/23	STACEY.VARNEY
2023-00447	Jouett, Richard ✓	Fayette	600	Kentucky-American Water Company	15800	600	03/22/23	03/23/23	STACEY.VARNEY
2023-00458	Wampler, Suzy ✓	Fayette	600	Kentucky-American Water Company	15800	600	03/24/23	04/06/23	STACEY.VARNEY
2023-00467	Kemper, Gerals by Steven Bolton Atto	Owen	600	Kentucky-American Water Company	15800	500	03/28/23	03/28/23	ROSEMARY.TUTT
2023-00473	Schoeder, Chrystal ✓	Fayette	600	Kentucky-American Water Company	15800	600	03/30/23	04/14/23	STACEY.VARNEY
Total Count = 35									



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**2022-02648 (Continued)**

Hello Stacey,

I called the customer and left a voice mail. Customer is disputing not receiving a statement or disconnection order, the reason is we can't send any documents to inactive accounts. This customer was using water for over two years and never set up service, I will ask her if she has records of calls made to the call center or the local office asking for assistance to set up service, if she has these records I will send them for a coaching opportunity at the call center. She will receive a back bill for the past 12 months, not 24.

The reason the water was turn off was because we registered usage at this address without an active account. We have no record of this customer calling to set up service at this premise, again I hope she does have the phone records from when she called us to set up service.

Please let me know if you need anything else from us and I would be happy to help. Would you like me to keep this case open? Thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 8/23/2022 3:41:42 PM**

Hello Stacey,

I spoke with Ms. Williams regarding her concerns and questions about her back bill.

I explained the reasons why the water service was disconnected and also that she will only be back bill for 12 months. I also share we can help her setting up and IP once the statement is generate it. She understood and stated that she will call me to set up the IP.

Have a great night!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

PSC Consumer Inquiry System

5/2/2023

<b>Complaint:</b> 2022-02837	<b>Entry Date:</b> 10/17/2022	<b>Closed Date:</b> 10/18/2022	<b>Contact Type:</b> E-Mail
<b>Name:</b> Becknell, Carol	<b>Utility:</b> Kentucky-American Water Company	<b>Utility Nbr:</b> 15800	<b>Location:</b> Residence
<b>Address:</b> [REDACTED]	<b>Utility Type:</b> Investor-	<b>Reason:</b> Rates/Policies ( Objects to utility policy/practices ) (none) ( (none) )	
<b>County:</b> [REDACTED]	<b>Complaint referred by:</b>		
<b>Home:</b> ( [REDACTED] )	<b>Work:</b>		
<b>Fax:</b>	<b>CBR Nbr:</b>		
<b>Cell:</b> ( [REDACTED] )	<b>Email:</b> [REDACTED]		
<b>Contacted Utility?</b> <input checked="" type="checkbox"/>	<b>Spoke with:</b> Customer Service		
	<b>Cust Relations:</b> Failed To Correct Problem		
<b>Utility Contact:</b>	<b>Contact's</b> (859) 269-2386 6		
<b>Preliminary Description:</b>	<b>Other Contacts:</b>		
<b>Processor:</b> STACEY			
<b>See File</b> <input type="checkbox"/>	<b>Case Related</b> <input type="checkbox"/>	<b>Staff Referral</b> <input type="checkbox"/>	<b>Confidential</b> <input type="checkbox"/>
<b>Info Only</b> <input type="checkbox"/>	<b>Formal Forms</b> <input type="checkbox"/>	<b>Ref to Util</b> <input checked="" type="checkbox"/>	<b>Customer Satisfied</b> Yes <input checked="" type="radio"/> No <input type="radio"/>

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 10/17/2022 8:31:58 AM

Email from Customer:

I received a water bill for July service from 6-2 to 7-6, that was over 4 times the regular bill. I called the water company to investigate, and requested another meter read/ and if necessary, a meter change, since this happened once prior, and the meter was bad. I was advised it would be 2 weeks until someone could come out and re read the meter, so I waited to pay the bill thinking it would be adjusted. It was not, and they charged me a late fee. They later took that off but only after I spokd to a supervisor. They came back out 8-5 and the tech said i had a water leak. I paid the bill anyway, since they said I had to, and scheduled a plumber to investigate the problem and water line repair. In the meantime, I received another bill for 7-7 to 8-2, which was over \$250. I again called, was placed on hold for over 1.5 hours, only to be disconnected at 6:55 pm just prior to closing on a Friday. I called back several other times to speak with someone and again had to hold for an hour only to get the wrong information. On 9-2-22, I had the entire water line replaced from the meter to the house. I received another bill for service 8-3 to 9-1, which was \$341.80. I completed the form for reimbursement and emailed to the address on the form 9-13-22. I called back to see if they had received the form, only to be told they didn't have the form. I emailed it again, and nothing was done. I again called the only phone number available to man, 800-678-6301, which should be called lack of customer service, rather than customer service, to be told that the issue was being escalated and was given another email address to email the form to. A week later still no response, so I again called the only phone number in existence, after work and spoke to Sean. He said he was escalating the issue another time and I would receive a call from KAWC within 48 business hours. He said not to pay the bill as an adjustment would be made. A few minutes later Oscar Garcia, from KAWC called and said they didn't have any form and asked that I forward it to him. I did that within 15 minutes, along with the entire email thread I had already sent previously. Another week went by, and I had not heard back from anyone, confirming receipt of the email, so I emailed Oscar again asking if he received my email and the form. He responded via email, and said he had the form and he had adjusted my bill the same day. On Thursday, 10-13, I received another bill showing I still owed the last unpaid bill of \$341.80, which I didn't pay along with the current bill from 9-2 to 10-5, which is still higher than normal. I am not sure when they read the meter on 9-2, since the plumber was here with the water off most of the day, and it is still higher than the average bill of \$40. Nothing has been done to resolve this issue and I am tired of being told that the issue is being escalated, since clearly it has not been handled appropriately. Every time I call, I have to hold forever just to speak to someone only be told that the account is noted. That is not good enough. I am not rich and cannot continue to pay these bills due to lack of competence in the KAWC Office. This has been the worst experience, and KAWC has to be rated the worst customer services in Lexington as they have one phone number, and it is only open 5 days a week. I work and have been spending my day off on Friday trying to



**2022-02837 (Continued)**

resolve this, but it is still not resolved. You cannot pay the bill unless you mail it, pay online, or drive it to the drop box at the water company. I was told by Customer service that I could pay at Walmart, so I took the bill there only to be told they only accept cash or debit card for the bill. I need help with this issue as I have done everything in my power to fix it and can't seem to get to a human and if i finally am able to speak to a human, it is obviously not the right one, or one that has the power to get this issue resolved. I have done my part and have sent everything requested, so my hands are tied. I need this issue fixed. If I ran my business this way, I would not have a job for very long and this is unacceptable. My time is valuable too, and I cannot spend an entire day on hold just because they do not want to pay for people to answer the phones. They are making way too much money with all the service charges for that. Please help. Thank you.

**Date: 10/18/2022 2:05:22 PM**

The bills reflecting the leak total \$780.69 for 3 bills. the latest bill is also very high at \$53.34. I spoke to my neighbor and her bill is never over \$35, yet her bill this month was \$78. When she called it was taken care of right away, yet I have delt with this for months. Why is mine so high? I even quit taking everyday showers and it is still the same. I have no leaking toilets or faucets. This does not make sense. Why is the adjustments only \$339.63?

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**Utility Response:**

**Date: 10/17/2022 9:00:28 AM**

Hello Stacey,

I hope you are doing well.

We had received the PSC case.

After spoke with this customer about the leak inquiry, I followed up with her and she emailed me the leak adjustment documents. ON 9/30/2020 I completed her leak adjustment inquiry, billing had to wait for a read to be able to make an adjustment. An actual read was obtained on 10/04/2022, an adjustments was made on 10/10/2022 for a total amount of \$339.63. Once a new statement is generate it, the adjustment will be reflect it on her account.

Unfortunately this type of inquiries take a little longer than expected, but the adjustment has been completed and also the customer has a 30 day hold on her account to avoid fees.

Please let me know if you have any other questions.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 10/17/2022 9:05:49 AM**

Hello Stacey,

I did called her and left a voicemail regarding her inquiry, once I speak with her I will let you know, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724

**2022-02837 (Continued)**

E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 10/18/2022 8:31:30 AM**

Hello Stacey,

I called Mrs. Carol four times yesterday and twice this morning. I am unable to contact her, I left a voice mails regarding the adjustment made to her account. If she return my call, I will let you know, thanks.

Have a nice day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 10/18/2022 2:06:07 PM**

Hello Stacey,

I spoke with Ms. Carol about her inquiry and she fully understand the adjustment and the tariffs. She is okay with everything, thanks.

Have a great day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502



PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2022-02930    **Entry Date:** 11/16/2022    **Closed Date:** 11/17/2022    **Contact Type:** E-Mail

**Name:** Evanoff, Connor    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Billing ( Billing policies/practices )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** (859) [REDACTED]    **Email:** [REDACTED]

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
Billing issues

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 11/16/2022 2:00:55 PM

Email from Customer:

Hi. I am filing this complaint on behalf of my employer. American Water company has some sort of major internal problem with their record keeping and it's causing dramatic billing problems with our Property Management Company as well as the tenants we try to serve. There are numerous cases of bills coming to the wrong address, duplicate bills being generated, service being transferred out of individuals' names and every time we've attempted to make contact with the company, they ask about returning a call when they aren't as busy and haven't done so. I've had multiple representatives on the phone admit to me they don't understand what the problem is and they'll need a "supervisor" to take a look. At the very minimum, citizens of this city deserve to know that the monopolistic utility company we have keeps accurate records of the accounts they house.

**Utility Response:**

**Date:** 11/16/2022 3:16:47 PM

Hello Stacey,

We received this customer inquiry and we will follow up with the customer, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date:** 11/17/2022 8:46:24 AM

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**2022-02930 (Continued)**

Hello Stacey,

Good morning, I hope this message finds you well.

I spoke with Mr. Evanoff yesterday afternoon about the issues he is having, he stated he was able to spoke with someone with more knowledge from the call center and she was able to fixed the issues he had. I asked what other issue he is having regarding new contracts, new tenants moving in, tenants moving out, etc.

His concerns are when tenants move out, tenants move in, new service, end service, and final bills he never receives notification from us. I explained several scenarios on how the calls are manage and what he should do to be on top of all his tenants.

I explained that when customers call to end services we do what the customer is telling us, if the customer give us the wrong information there is nothing we can do because we following the customer request. I also explained if a new tenant move is and the water is ON it is the customer responsibility to set up services, but they procrastinate, we cut the water off for Inactive with Consumption, than the customer comes to the office complaining because we cut the water off. We reconnect the water but later they received a back bill which make the customer upset.

As I mention above I shared with him several scenarios why and how the tenants (Students) are the ones making these mistakes. I suggest he should ask for a Move In letter before giving them the keys to verify they have call us to set up service, if they don't have this letter is because they have not call us to set up service and this will help both of us. Please let me know if there is anything I can do, thanks.

Have a Great Day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2022-02964    **Entry Date:** 11/30/2022    **Closed Date:** 12/1/2022    **Contact Type:** E-Mail  
**Name:** England, Cindy    **Utility:** Kentucky-American Water Company  
**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence  
**County:** Fayette    **Utility Type:** Investor-  
**Home:**    **Work:**    **Reason:** Rates/Policies ( Objects to utility policy/practices )  
**Fax:**    **CBR Nbr:**    (none) ( none )  
**Cell:** ( [REDACTED] [REDACTED] )    **Email:** [REDACTED]    **Complaint referred by:**  
**Contacted Utility?**     **Spoke with:** Customer Service  
**Utility Contact:**    **Contact's** (859) 269-2386 6  
**Preliminary Description:**    **Other Contacts:**  
Not responding to tickets  
**Processor:** STACEY  
**See File**     **Case Related**     **Staff Referral**     **Confidential**   
**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 11/30/2022 7:57:11 AM

Email from Customer:

KY American water is not responding to my tickets. My first tickets were called in on 11-20-22.. and no response. I called in again yesterday and they were given a second notice, I still have NO response. HELP ME!!

**Utility Response:**

**Date:** 11/30/2022 8:37:00 AM

Hello Stacey,

We had received the PSC inquiry for Ms. Cindy, I will follow up her to get this resolved.

Have a great day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date:** 12/1/2022 8:34:42 AM

Hello Stacey,

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**2022-02964 (Continued)**

A person was sent yesterday to take care all the ticket numbers the customer had. I also spoke with her and made her aware, the supervisor also spoke with her about it. Please let me know if there is anything else I can do to help, thank you.

Have a Great Day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00018    **Entry Date:** 1/3/2023    **Closed Date:** 1/13/2023    **Contact Type:** Hotline

**Name:** Barrett, Jason    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:**    **Email:**

**Contacted Utility?**     **Spoke with:**

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
high bill

**Processor:** ROSEMARY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 1/3/2023 11:53:24 AM

Letter received from Customer:  
12/23/2022

Kentucky American Water  
Attn Dispute Department  
2300 Richmond Road  
Lexington, Kentucky 40502  
Re: Kentucky American Water  
Acct# [REDACTED]

Service Address: [REDACTED]

Amount being collected: \$ [REDACTED]  
NOTICE OF DISPUTE AND VALIDATION OF CHARGES

Kentucky Utility Commission,  
I am exercising my right under the Federal Debt Collection Practices Act and the Fair Credit Reporting Act in disputing the validity of the above referenced account.  
As evidenced by the attached invoice, Kentucky American Water estimated the water bill 6 out of the 11 months in 2022. The average use of this residence is minimal in comparison to the final bill. The residence has not experienced any water leaks and Kentucky American Water has checked the meter and reported NO problems.  
The invoice is reflecting more usage in one month than has been used in the last couple of years at this residence, enough to fill up all the swimming pools in the neighborhood.  
There is NO way this is an accurate bill. In accordance with my rights afforded to me under Federal Law, Kentucky American Water has 30 days to prove the validity of this debt with supporting documentation, with a signed contractual agreement for service.  
If supporting documentation and validation of written service agreement cannot be provided within the time allotted by federal law, this debt will be deemed invalid and uncollectible. Any reporting to credit bureau agencies is forbidden by federal law. Collection activity must stop on this account, while the validation period is imposed.  
Your compliance with State and Federal laws is appreciated and expected.  
Jason Barrett  
[REDACTED]



**2023-00018 (Continued)**

Cc: Kentucky Utility Commission PO BOX 615 Frankfort Kentucky 40602 ??

Please provide the past 36 months of meter readings to PSC. Why was this account estimated 8 times?

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**Utility Response:**

**Date: 1/3/2023 3:42:08 PM**

We received the PSC inquiry for Mr. Barrett, we will follow up with you and the customer, thank you.

Have a great day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 1/4/2023 3:23:32 PM**

I spoke with the customer about his inquiry and also I had request to test the meter and obtain a data log. Unfortunately this customer was estimated three months in a row and that caused to have a high bill.

Historically the customer uses lot of water, this is the reason I asked if we can test the meter and hopefully obtain a data log, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 1/12/2023 10:54:25 AM**

I had create a case for Mr. Barrett for billing to make an adjustment due to the several estimates we had on his premise, once complete it I will forward this information to you.

**Date: 1/13/2023 4:22:33 PM**

The adjustment for Mr. Barrett has been completed, I tried to call him few times. But I was unable to contact him, he now has a balance of \$15.09. Gave an adjustment for 65,854 gallons, and \$414.52 dollars.

May I please close this case now, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724

**2023-00018 (Continued)**

E oscar.portillo-garcia@amwater.com



PSC Consumer Inquiry System

5/2/2023

<b>Complaint:</b> 2023-00036	<b>Entry Date:</b> 1/6/2023	<b>Closed Date:</b> 1/20/2023	<b>Contact Type:</b> E-Mail
<b>Name:</b> Ehrsam, Kathryn	<b>Utility:</b> Kentucky-American Water Company	<b>Utility Nbr:</b> 15800	<b>Location:</b> Residence
<b>Address:</b> [REDACTED]	<b>Utility Type:</b> Investor-	<b>Reason:</b> Billing ( Billing calculation error ) (none) ( none )	
<b>County:</b> Fayette	<b>Home:</b> (859) [REDACTED]	<b>Work:</b>	<b>Complaint referred by:</b> Governor
<b>Fax:</b>	<b>CBR Nbr:</b>		
<b>Cell:</b> (859) [REDACTED]	<b>Email:</b> [REDACTED]		
<b>Contacted Utility?</b> <input checked="" type="checkbox"/>	<b>Spoke with:</b> Josh		
	<b>Cust Relations:</b> Failed To Correct Problem		
<b>Utility Contact:</b>	<b>Contact's</b> (859) 269-2386 6		
<b>Preliminary Description:</b> see email	<b>Other Contacts:</b>		
<b>Processor:</b> ROSEMARY			
<b>See File</b> <input type="checkbox"/>	<b>Case Related</b> <input type="checkbox"/>	<b>Staff Referral</b> <input type="checkbox"/>	<b>Confidential</b> <input type="checkbox"/>
<b>Info Only</b> <input type="checkbox"/>	<b>Formal Forms</b> <input checked="" type="checkbox"/>	<b>Ref to Util</b> <input checked="" type="checkbox"/>	<b>Customer Satisfied</b> Yes <input type="radio"/> No <input checked="" type="radio"/>

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 1/6/2023 11:14:08 AM

November bill (For October use) was \$780.56; for 27 days, used 4,239 gallons of water. Typical bill is usually around \$75 (for October bill--Sept use was \$76, with about 281 gallons used for 32 days). A plumber came out to check and said there were no leaks anywhere. I live alone and nothing out of the ordinary water use happened at this time. The plumber said even if I had a swimming pool, this much water would not have been used. Then I called KAW and talked to Joshua Riley--they came out and took the old meter out and did a meter testing. They replaced it with a new meter and then said the bill was accurate after testing it. I called back and talked again to Joshua Riley and asked to speak to a supervisor. He said he was "as high as it went" and put me on monthly payments.  
> Have you contacted the utility about the problem: Yes

**Date:** 1/20/2023 2:26:10 PM

Customer has called saying she disagrees with the utility respond. The rep were rude and disrespectful to her and does not want to deal with that person again. This amount of \$780.56 will be in dispute, customer is asking for formal complaint forms be sent to her. PSC did tell customer that the current bill must be paid and each month after that until a decision has been made.

**Date:** 1/24/2023 11:21:22 AM

January 24, 2023

Kathryn Ehrsam  
[REDACTED]

Re: Kentucky-American Water Company

Dear Ms. Ehrsam:

**2023-00036 (Continued)**

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint.

Please complete the forms and return them to the above address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Rosemary Tutt  
Kentucky Public Service Commission  
Consumer Service Branch Manager  
502-782-2576

Enc.

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**Utility Response:**

**Date: 1/6/2023 4:42:37 PM**

This customer did receive a high bill and called us at the local office. I spoke with her and created a meter test order. We changed the meter and tested it and it was found to be accurate. I spoke at length with the customer about the types of leak we see that could impact a bill such as toilet leaks or how water heaters or even a service line leak. Of course all of these we would expect a plumber to locate. I did also ask about an irrigation system and the customer told me she did have one but that it was winterized prior to the plumber coming to check for leaks. She also told that the company who winterized it would have let her know if it was not in working order. Since we were not able to make an adjustment I did offer to set her up on an installment and she accepted.

I just called her again to let her know our office received this inquiry and to see if she had any further questions. She simply stated she still disagreed with the billing. I tried explaining things again but the customer was not interested in listening, she told me she felt like she had not other options and that is why she filed with your office. I asked her if she still had my contact information and she said she did and we ended the call. I have attached the bill she is disputing along with the meter test results. She does have a new bill and that usage looks more like her normal usage. Please let me know if there is anything further I can do to help close this case.

Joshua Riley  
859-269-2386 Option 6  
Kentucky American Water  
2300 Richmond Rd  
Lexington KY 40502

**Date: 2/9/2023 9:43:08 AM**

This looks like it may go formal, I need to get some documentation, copies of her bills since June 2022 through December 2022 and a meter history for the past 24 months to the PSC. Thank you.

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00184    **Entry Date:** 1/27/2023    **Closed Date:** 1/27/2023    **Contact Type:** Hotline

**Name:** Rogers, Erin    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Rates/Policies ( Objects to utility policy/practices )

**Fax:**    **CBR Nbr:**    (none) ( none )

**Cell:** ( [REDACTED] )    **Email:**    **Complaint referred by:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Will not Return Calls

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
communication issues

**Processor:** ROSEMARY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 1/27/2023 12:17:14 PM

In Oct 2022 customer received a bill for over \$600, she called customer service and a tech was sent out and there had been an error in reading meter. Customer was told she would get a call about the error and what resolution would be, no phone call. Lately customer is receiving email bills for someone else with their bill information, this has beendone as of last Thursday ad has stil not heard from anyone. KAW is not being transparent on their actions and is not having any communication with the customer. Please investigate and contact customer to discuss.

**Utility Response:**

**Date:** 1/27/2023 12:41:51 PM

We received Mr. Rogers complain, we will follow up with Mr. Rogers today, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date:** 1/27/2023 12:59:50 PM

Mr. Rogers received scams emails, we can't do anything to stop scammers from sending scam emails. I explained how our account numbers start with and she understood. This is the reason she confused the scam with us and complained the PSC, I hope you have a great day!

I will close this case, thanks.

---

**2023-00184 (Continued)**

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E [oscar.portillo-garcia@amwater.com](mailto:oscar.portillo-garcia@amwater.com)  
A 2300 Richmond Rd, Lexington, KY 40502

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00195    **Entry Date:** 1/30/2023    **Closed Date:** 1/31/2023    **Contact Type:** Hotline  
**Name:** Haley, Roberta    **Utility:** Kentucky-American Water Company  
**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence  
**County:** Fayette    **Utility Type:** Investor-  
**Home:** ([REDACTED])    **Work:**    **Reason:** Service quality/repair ( Service outage/interruption )  
**Fax:**    **CBR Nbr:**    (none) ( none )  
**Cell:**    **Email:**    **Complaint referred by:**  
**Contacted Utility?**     **Spoke with:**  
**Cust Relations:** Not accessible  
**Utility Contact:**    **Contact's** (859) 269-2386 6  
**Preliminary Description:**    **Other Contacts:**  
meter issue  
**Processor:** ROSEMARY  
**See File**     **Case Related**     **Staff Referral**     **Confidential**   
**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 1/30/2023 11:13:03 AM

Customer states she has been dealing with this issue since Christmas and is not getting anywhere with KAW. Had water coming out of ceiling and Fire Dept had to come and turn the meter off. When the meter box was opened it was full of mud and trash, customer would call and was told it was scheduled for a call, no one has shown up. Now KAW will not take customer's call, please investigate and contact customer to discuss.

**Utility Response:**

**Date:** 1/30/2023 11:33:27 AM

I will follow up with Mrs. Haley and you once I have more information about this inquiry, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date:** 1/30/2023 2:49:19 PM

I spoke with Mrs. Haley and she stated they are working on her meter box as of now, please let me know if I need to have her case open till tomorrow once the work has been completed, thanks.

Kind Regards,



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**2023-00195 (Continued)**

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 1/31/2023 11:14:02 AM**

Good Morning, the work at [REDACTED] has been completed. I spoke with Mrs. Haley and she stated everything has been completed. I will close her case, thank you.

Have a Great Day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00196    **Entry Date:** 1/30/2023    **Closed Date:** 1/30/2023    **Contact Type:** E-Mail

**Name:** Laird, Richard    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Madison    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Service quality/repair ( Service outage/interruption )

**Fax:**    **CBR Nbr:**    (none) ( none )

**Cell:** ( [REDACTED] )    **Email:** [REDACTED]    **Complaint referred by:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
needs water line moved

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 1/30/2023 11:44:05 AM

Email from Customer:

I am writing to address an issue that I can not get resolved timely. I am presently building a house at [REDACTED] and while we were digging to add the foundation drain line, we hit an unmarked water line owned by Kentucky American Water. The water company did come out to fix the line and the employee who was at the site to fix the break admitted the line wasn't where it was supposed to be. However, the engineer at the time said that I would have to pay to have it moved. This all occurred the week of Jan 9th. Since that time, I have reached out to Kentucky American Water via phone and after several attempts (probably 3 or 4 or 5 times), spoke to a gentleman by the name of Oscar and he told me I had to discuss my request with a Mr. Tobey Adams - engineer. This was as of Tuesday last week and I have sent 2 emails (Wed and Fri) since that was the only way I was allowed to approach Mr. Adams. To date, I haven't received an email or phone call from Mr Adams and I am needing to come to some conclusion on this situation. Would you be so kind as to please assist in: 1. Having someone of authority at Kentucky American Water to reach out to me discuss the situation at hand. 2. Help rectify the improper placement of the water line. Thanks for your assistance. Rick Richard Laird

**Utility Response:**

**Date:** 1/30/2023 11:55:32 AM

Hello Stacey,

We received this complaint for Mr. Laird, I will forward this information to engineering to contact this customer today. Once I have more information, I will follow up with you and Mr. Laird to make sure he has been contacted by Tobey from engineering.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water

**2023-00196 (Continued)**

P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 1/30/2023 1:57:48 PM**

Hello Stacey,

I have the following information from Tobey and Mr. Laird. Please see below,

"Mr. Laird,

I have received your email and as I said last Friday, I am doing some research. Yes, initially it was thought you would be responsible for relocating said main. However, after receiving more information I would please like through the end of the week to be sure that is correct.

More information I will be looking, at is as follows:

Easements  
Service contracts for neighbors  
May need to have some survey work.

My contact info is below.

Tob

Tobey Adams, GIS Project Manager  
Kentucky American Water | 2300 Richmond Rd | Lexington, KY 40502  
O: 859.335.3408 M: 859.537.7481  
tobey.adams@amwater.com"

Mr. Laird, responded the following, please let me know if I should have this case open or close it, thanks and have a great day!

"Mr. Adams,

Thanks for the response. I look forward to forward to hearing from you when you have chance to further your investigation.

Just to make sure you are aware, I did reach out this morning to the Ky Public Services Commission asking for them to assist since I believed I hadn't received a response from you. I may not have been as patient as I should have been, and it appears that your email from Friday went to my JUNK folder for some reason. I did just find it after you sent this email and this one ended up in my normal InBox.

Again, I look forward to discussing with you the situation after you have a chance to delve into it deeper.

Best regards,

Rick"

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724

**2023-00196 (Continued)**

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502



PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00256    **Entry Date:** 2/15/2023    **Closed Date:** 2/16/2023    **Contact Type:** E-Mail

**Name:** Bartruff, Taylor    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Rates/Policies ( Objects to utility policy/practices )

**Fax:**    **CBR Nbr:**    (none) ( (none) )

**Cell:** ( [REDACTED] )    **Email:** [REDACTED]    **Complaint referred by:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**

Leak issue

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 2/15/2023 10:54:47 AM

Email from Customer:

I'm having an ongoing issue with American Water out of Lexington, KY. There has been a supposed leak at my residence for over 4 weeks and they have yet to perform an official leak investigation. I have been billed for 2 months now at 23,000 and 30,000 gallons, respectively. I am a renter and have let my property manager know. A plumber has already inspected my property and made some replacements to help the toilet, the only area of concern that he saw. However, there is still water moving on the meter and as stated, American Water has yet to perform an inspection on their end. My attempts to contact them and receive answers or resolution have been unsuccessful.

**Utility Response:**

**Date:** 2/15/2023 11:23:16 AM

Hello Stacey,

We received Mrs. Bartruff complaint, we will follow up with her and you once we have done our research, thanks.

Have a great day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date:** 2/15/2023 12:36:09 PM

**2023-00256 (Continued)**

Hello Stacey,

Mrs. Bartruff called the call center on 1/27/2023 and asked to create an order to check for a leak; holds were placed on her account. On 2/07/2023 this order was completed, also a different service order was completed on 2/14/2023 indicating a leak at this premise.

The meter indicating a leak was changed on 2/14/2023. The meter removed will be test it for accuracy, once I have the results I will share them with you and the customer, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 2/15/2023 12:51:36 PM**

I called her around 11:30 am and left her a voice mail. I will call her again this afternoon.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 2/16/2023 10:29:59 AM**

Good morning Stacey,

I hope this message finds you well!

Spoke with customer regarding the high usage at [REDACTED] and also the service orders completed. Ms. Taylor had the impression that a Kentucky American Water employee will investigate for a leak inside this premise and tell her where she has a leak. I explained to her, we can only tell you if you have a leak or not based on movement or not movement at the meter.

The first service order completed on 2/07/2023 indicating a leak due to movement on the meter. This was shared with her, also the second order completed on 2/14/2023 indicated movement on the meter as well. But unfortunately she expected to have the technician to tell her where this leak was. I requested to test her meter for accuracy and the meter passed the bench test.

Unfortunately we can't make an adjustment and I shared it with Ms. Taylor, I also shared other options to help with the high bill, but she stated she will have to make other phone calls to figure out other things about the high bill. Please let me know if there is anything else I can do to help, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water

**2023-00256 (Continued)**

P 859-268-6724

E oscar.portillo-garcia@amwater.com

A 2300 Richmond Rd, Lexington, KY 40502





PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00273    **Entry Date:** 2/20/2023    **Closed Date:** 3/1/2023    **Contact Type:** Hotline

**Name:** Williams, Mark    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:** ([REDACTED])    **Reason:** Billing ( High bill/consumption )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:** Executive Director

**Cell:**    **Email:**

**Contacted Utility?**     **Spoke with:** office

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
high bill

**Processor:** ROSEMARY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 2/20/2023 12:02:31 PM

Customer contacted Executive Director about billing issue of a large consumption and amount. Was referred to Consumer Service to file an informal complaint asking has the meter been tested, what were the results? What is the background on this customer, please provide information to the PSC. Thank you.

**Date:** 2/22/2023 10:50:22 AM

Well Joshua, little late!  
As you know, I had issues with my super large bill for December, 2022-January, 2023. I spoke with a you last week. I believe you said that AM Water would put a hold on my bill payments until March 17, 2023. This would give us time to have the meter tested and, if needed, work out a payment plan! So, HOW did I get billed [REDACTED] this morning!! I was unprepared for this, my checking account is now [REDACTED] This is wrong!! The meter was tested and replaced only yesterday. No leaks detected. I was going to call today and request a payment plan!!  
Please don't call me. I am leaving town shortly.

Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
Markp.williams@ky.gov

**Date:** 2/28/2023 6:05:20 PM

By the way, thanks for taking the time to help me out!!

Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
Markp.williams@ky.gov

**Date:** 3/1/2023 2:27:12 PM

**2023-00273 (Continued)**

No thanks, Joshua. I paid [REDACTED] to am water last week. My next bill is a little higher \$70+/- as it caught some of late January. But, I am hoping everything gets back to normal next month. Thanks.

Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
Markp.williams@ky.gov

**Date: 3/21/2023 11:11:57 AM**

From: Bridwell, Linda C (PSC)  
Sent: Tuesday, February 28, 2023 4:41 PM  
To: Williams, Mark P (DLG) <MarkP.Williams@ky.gov>  
Subject: RE: It was a pleasure to serve you!

Mark,  
I wanted to touch base with you as Rosemary said she was trying to follow up with you. Josh (from KAW) provided the meter test results to her and I believe she was trying to determine if you wanted to go forward with a complaint or if you had resolved things with KAW. Under the administrative regs, the PSC has to give the utility an opportunity to resolve the issue, and we weren't clear based on the last emails whether that had happened or not.

Feel free to give me a call if you have any questions.  
Thanks,  
Linda

Linda C. Bridwell, PE  
Executive Director | Kentucky Public Service Commission | 211 Sower Boulevard | Frankfort, KY 40601 | 502.782.2560

**Date: 3/21/2023 11:12:33 AM**

From: Williams, Mark P (DLG) <MarkP.Williams@ky.gov>  
Sent: Monday, February 27, 2023 9:50 AM  
To: Bridwell, Linda C (PSC) <linda.bridwell@ky.gov>  
Cc: Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
Subject: RE: It was a pleasure to serve you!

By the way, thanks for taking the time to help me out!!

Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
Markp.williams@ky.gov

**Date: 3/21/2023 11:14:06 AM**

Joshua, I paid \$ [REDACTED] on 2/22/23. Please see two screen shots below.

**Date: 3/21/2023 11:15:58 AM**

Yes. With \$ [REDACTED] down. I am very busy at this moment. Let me get back with you later if needed.

Mark Williams  
Compliance Branch Manager  
Department for Local Government

2023-00273 (Continued)

Office: 502-892-3485  
Markp.williams@ky.gov

**Utility Response:**

**Date:** 2/21/2023 4:39:29 PM

We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date:** 2/21/2023 4:41:24 PM

This customer received a bill with high usage and a due date in February. The reading was an actual read and on 2/17/23 our technician confirmed the billed reading and also showed an hourly usage report that showed continual usage from 1/3/23 through 1/23/23. I spoke with the customer briefly that day and let him know we did bill for the usage the meter records and that the usage report showed continual usage. The customer thanked me for the call and the call ended.

I did call the customer just now to let him know we received his filling with the PSC and that someone would be out sometime tomorrow to change his meter for testing. Shortly after placing that call the customer emailed our group box requesting the meter to be tested, I did reply to that email letting him know all the step we are already taking. Once I have the test results I will follow up with the customer and the PSC office, thank you.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date:** 2/27/2023 10:00:29 AM

Josh, where do we stand on this complaint, did he set up a payment plan?

**Date:** 2/27/2023 2:59:24 PM

Mr. Williams reached out both via email and voicemail that he would contact us sometime last week to set one up. Currently the account is still not set up on an installment plan but we would be happy to set the customer up on one. He could contact us here at the advocate office or the call center could assist him in setting one up, whichever method he prefers.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date:** 2/28/2023 5:17:12 PM

Kentucky American Water - Customer Meter Test Form BENCH 2 (5/8") Only\_\_\_\_  
CUSTOMER NAME: \_\_\_\_\_ ACCT # \_\_\_\_\_  
SERVICE ADDRESS: \_\_\_\_\_ PREMISE # \_\_\_\_\_  
METER SIZE: \_\_\_\_\_ NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_  
FIRST TEST READINGS

**2023-00273 (Continued)**

Volume / Test GPM Adj. Read Final Read Test % Required Accuracy

1 CF / LOW \_\_\_\_\_ 95%-101%  
1 CF / MED \_\_\_\_\_ 98.5%-101.5%  
10 CF / HIGH \_\_\_\_\_ 98.5%-101.5%

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW

**SECOND TEST READINGS**

Flow % of Capacity / Volume / Test GPM Adj. Read Final Read Test % Accuracy

25% / 1 CF / LOW \_\_\_\_\_ 95%-101%  
50% / 1 CF / MED \_\_\_\_\_ 98.5%-101.5%  
75% / 10 CF / HIGH \_\_\_\_\_ 98.5%-101.5%

First Test Series % Average: \_\_\_\_\_ Second Test Series % Average: \_\_\_\_\_

Less Standard: 100% Equal % of Error: \_\_\_\_\_ Fast: \_\_\_\_\_ Slow: \_\_\_\_\_

Before Test Reading: \_\_\_\_\_ After Test Reading: \_\_\_\_\_

Customer Witness? Yes: \_\_\_\_\_ No: \_\_\_\_\_

IF % OF ERROR IS GREATER THAN 2%, COMPLETE APPROPRIATE SECTION BELOW.

Length of time error is known to have existed: \_\_\_\_\_

FAST METER basis for refund: \_\_\_\_\_ Amount of refund: \_\_\_\_\_

SLOW METER basis for additional Bill: \_\_\_\_\_ Amount of additional Bill: \_\_\_\_\_

Comments: \_\_\_\_\_

Copy To: \_\_\_\_\_ Disputes: \_\_\_\_\_ Meter Tech: \_\_\_\_\_

1/4  
2  
15  
5/8"

**Date: 2/28/2023 5:18:37 PM**

Good Afternoon,

We do have your account on hold until 3/31/2023. This hold prevents late fees and disconnection, but it does not stop auto pay, unfortunately. I went ahead and stopped your automatic payments moving forward and also had today's payment of \$[REDACTED] reversed back to your account.

Additionally, I just received your meter test results, please see attached. As you can see, the meter passed the test at all three flows. We were also able to obtain an hourly usage report with additional dates, please see attached. The usage report shows continual usage from 12/25/2022 through 1/29/2023. Unfortunately, we are not able to make a bill adjustment at this time, but I would be happy to discuss a payment plan with you or give you more information about our low-income grant program. Thank you.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/1/2023 2:34:31 PM**

Good Afternoon Mark,

I am just following up with you about this. Are you still interested in a payment plan? I just left you a voicemail but also wanted to reach out in email, please let me know if I can assist.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/21/2023 11:10:43 AM**

**2023-00273 (Continued)**

Thanks Joshua. I am in Murray this morning. I will give you a call later today.

Mark Williams  
Compliance Branch Manager  
Department for Local Government  
Office: 502-892-3485  
Markp.williams@ky.gov

From: KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>  
Sent: Wednesday, February 22, 2023 2:55 PM  
To: Williams, Mark P (DLG) <MarkP.Williams@ky.gov>; KAWC - Customer Advocacy <KAWC\_-\_CustomerAdvocacy@amwater.com>  
Cc: Jamie Mangeot <[REDACTED]> Bridwell, Linda C (PSC) <linda.bridwell@ky.gov>; Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
Subject: RE: It was a pleasure to serve you!

**\*\*CAUTION\*\*** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.

Good Afternoon, We do have your account on hold until 3/31/2023. This hold prevents late fees and disconnection, but it does not stop auto pay, unfortunately. I went ahead and stopped your automatic payments moving forward and also had todays

ZjQcmQRYFpfptBannerStart

This Message Originated from Outside the Organization

This Message Is From an External Sender.

Report Suspicious

ZjQcmQRYFpfptBannerEnd

Good Afternoon,

We do have your account on hold until 3/31/2023. This hold prevents late fees and disconnection, but it does not stop auto pay, unfortunately. I went ahead and stopped your automatic payments moving forward and also had todays payment of \$ [REDACTED] reversed back to your account.

Additionally, I just received your meter test results, please see attached. As you can see, the meter passed the test at all three flows. We were also able to obtain an hourly usage report with additional dates, please see attached. The usage report shows continual usage from 12/25/2022 through 1/29/2023. Unfortunately, we are not able to make a bill adjustment at this time, but I would be happy to discuss a payment plan with you or give you more information about our low-income grant program. Thank you.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/21/2023 11:13:14 AM**

Mark,

In my response on February 22nd I let you know we reserved that payment of \$ [REDACTED] which is your current account balance. Are you sure you don't want us to set up an installment plan? Also it appears your auto pay is set up again, we had stopped that, if we don't set up a payment plan I expect the \$ [REDACTED] to draft from your account on March 10th. Please let me know how you would like to proceed.

Joshua Riley

---

**2023-00273 (Continued)**

Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/21/2023 11:15:02 AM**

Mark,

Yes sir, you are correct, that payment did occur. Then you emailed us on February 22nd stating we had overdrawn your account and you were in a negative balance and your dispute was not settled at that time. I responded later the same day letting you know we had reversed that payment. Would you like to set up an installment plan for this balance?

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/21/2023 11:16:58 AM**

Good Morning Mark,

I have had an installment plan created for you. I asked them to waive the initial down payment and to spread the payments out over 6 months. Thank you for your time regarding this.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

PSC Consumer Inquiry System

5/2/2023

Complaint: 2023-00304    Entry Date: 2/23/2023    Closed Date: 3/1/2023    Contact Type: E-Mail

Name: Thornton, Sarah    Utility: Kentucky-American Water Company

Address: [REDACTED]    Utility Nbr: 15800    Location: Residence

County: Fayette    Utility Type: Investor-

Home:    Work:    Reason: Billing ( High bill/consumption )  
(none) ( none )

Fax:    CBR Nbr:    Complaint referred by:

Cell: ( [REDACTED] )    Email: slthornton0021@icloud.com

Contacted Utility?     Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

Utility Contact:    Contact's (859) 269-2386 6

Preliminary Description:    Other Contacts:

Bill is high

Processor: STACEY

See File     Case Related     Staff Referral     Confidential

Info Only     Formal Forms     Ref to Util     Customer Satisfied    Yes     No

PSC Narratives:

Investigator: STACEY

Date: 2/23/2023 10:49:22 AM

Email from Customer:

My water bill was extremely high and the water company is refusing to adjust it. The tech said my meter probably had a malfunction when it was freezing and replaced it. They did test on my meter and it came back working fine- well of course they aren't testing it in freezing weather.

Utility Response:

Date: 2/23/2023 11:24:36 AM

Hello Stacey,

I hope this email finds you well!

We received this customer complaint regarding a high bill. I spoke with Ms. Sarah earlier this morning and shared the meter test results, unfortunately we can make any adjustment. I requested to test her meter for accuracy and it passed.

I will call her again, I can suggest to have the Public Service Commission to test it if she would like. Please let me know if there is anything else I can do, thank you and I hope you have a great day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

Date: 2/23/2023 11:35:11 AM



**2023-00304 (Continued)**

I am on the phone with her. She demanded to speak with my supervisor and whoever responsible who can make an adjustment. I shared this information with my supervisor, she also stated other people receiving adjustments and I kindly asked her to please share that information. I also shared with her, customer who had a leak and it qualified for an adjustment "yes and adjustment was made".

She stated she had to work and end the call. Once I received any update from my supervisor I will share it with you, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 2/24/2023 10:26:59 AM**

Hello Stacey,

I have not, I will follow up with her today about this customer. I apologize for the inconvenience, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 2/27/2023 1:30:46 PM**

Hello Stacey,

I will ask again if she can please follow up with Ms. Sarah, as she requested. I am sorry for the inconvenience.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 3/1/2023 8:24:35 AM**

Hello Stacey,

I will call Ms. Sarah today and ask her if there is anything else I can do. I can't make an adjustment base on the meter test results. I also sent another email to my supervisor yesterday afternoon, Ms. Sarah believes if she speaks with someone from management they will make an adjustment, I explained to her no supervisor/manager will be able to make any adjustment, but she doesn't believed me.

Once I speak with her I will follow up with you, I am doing what I can to take care this complaint.

**2023-00304 (Continued)**

I hope you have a great day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 3/1/2023 8:31:49 AM**

I don't think she has yet, I checked the account for any notes from her, but I don't see any. I don't want to get in trouble, but I will call Ms. Sarah and ask her if she has been contact by my supervisor. I am sorry about the inconvenience, I am doing everything I can and what I can to solve this complaint.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 3/1/2023 9:51:54 AM**

My supervisor called her this morning, but she was unable to talk and she shared her phone number with her.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 3/1/2023 10:49:13 AM**

Stacey,

My supervisor spoke with Ms. Sarah earlier this morning. Meriah explained to her why no adjustment can't be made to her water bill.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502



PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00311    **Entry Date:** 2/24/2023    **Closed Date:** 4/18/2023    **Contact Type:** Hotline

**Name:** Long, James    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Billing ( High bill/consumption )  
Rates/Policies ( Objects to utility policy/practices )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** ( [REDACTED] )    **Email:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
billing issues

**Processor:** ROSEMARY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 2/24/2023 12:31:10 PM

Customer states he is a customr that is in the mix of customers billing issues. The water company told him KAW would have to come out and read the meter, which will now be months later, unacceptable. Also wants to know when and how will the Lexington Sewer group be notified of several months of sewer bills that are incorrect as well.

**Utility Response:**

**Date:** 2/24/2023 2:42:25 PM

We received the complaint for Mr. James, we will investigate and follow up with you and Mr. James.

Thanks,

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com

**Date:** 2/24/2023 2:43:16 PM

I spoke with Mr. James few moments ago. I created a service order to bring this meter to the shop for testing, obtain a data log, and also check for a leak while the technician is at his premise. Once I have the results I will contact Mr. James and send you the results as well, thanks.

I hope you have a great weekend!

---

**2023-00311 (Continued)**

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date: 2/28/2023 3:44:27 PM**

The meter failed the meter test, I spoke with Mr. James Long and shared the results. I will create a case to make an adjustment and I will close his case, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00312    **Entry Date:** 2/24/2023    **Closed Date:** 3/24/2023    **Contact Type:** Hotline  
**Name:** Ison, Kathy    **Utility:** Kentucky-American Water Company  
**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence  
**County:** Fayette    **Utility Type:** Investor-  
**Home:** (859) [REDACTED]    **Work:**    **Reason:** Billing ( High bill/consumption )  
**Fax:**    **CBR Nbr:**    **Complaint referred by:** (none) ( none )  
**Cell:**    **Email:**  
**Contacted Utility?**     **Spoke with:** Customer Service  
**Cust Relations:** Failed To Correct Problem  
**Utility Contact:**    **Contact's** (859) 269-2386 6  
**Preliminary Description:**    **Other Contacts:**  
 billing issue  
**Processor:** ROSEMARY  
**See File**     **Case Related**     **Staff Referral**     **Confidential**   
**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 2/24/2023 12:37:41 PM

Customer is saying her bills from July 2022 through Dec. 2022 have been incorrect. Due to that issue so have her sewer bills, the sewer group has given her until next Tuesday to get a WRITTEN note, letter saying there was a problem with the billing system. Customer states she has tried to get this information before and KAW is refusing. Please provide information to the PSC along with copies of bills from July through Dec. Thank you. Customer was also told that when a tech came out to replace her meter that it had not been reading correctly because it had a "BLUE" cap on the top.

**Date:** 3/24/2023 11:53:44 AM

Talked with customer, not happy with KAW response wants to file formal.

**Date:** 3/24/2023 12:00:20 PM

Customer states since KAW can not tell her when the large amount of usage happened how does she know it is true, according to the response from KAW, there is " no data log the RF device was cut off". So there is now of question of when that happened and if any of the reading are correct?

March 24, 2023

Kathy Ison  
[REDACTED]

Re: Complaint against Kentucky American Water

**2023-00312 (Continued)**

Dear Ms. Ison:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint.

Please complete the forms and return them to the above address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Rosemary Tutt  
Kentucky Public Service Commission  
Consumer Service Branch Manager  
502-782-2576

Enc.

**Date: 3/30/2023 9:24:43 AM**

Customer has called this morning and requested a copy of her complaint with the utility response emailed to her at [REDACTED]

---

**Utility Response:**

**Date: 2/24/2023 3:40:53 PM**

We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 2/28/2023 11:24:39 AM**

This customer came into the local office stating she wanted her usage reported differently due to the way the sewer authority was billing her. She wanted stated if her recent increase in usage had occurred closer to June and July then the sewer company would not charge her for all of it. I let her know that the readings were showing as actual but offered to test her meter.

The meter was found to be accurate. I called her on 2/22/23 and left a voicemail stating the meter was found to be accurate. I never heard back from the customer, nor do I see additional notes showing the customer called us. I have called again today and left a voicemail letting her know we received the PSC case and would be sharing the information with your office. I also made sure to leave the local office number and my name should the customer have any additional questions.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/6/2023 11:50:56 AM**

This customer called our Advocate office this morning. I called her back and spoke with her about this. I explained about her meter test and that we are not able to re distribute her usage so the sewer authority would bill her less. I also

**2023-00312 (Continued)**

explained we could not provide a letter stating her usage was not showing right on her bills. We discussed these two points a few times before she thanked me for returning her call and stated she would be contacting your office again. I just wanted to update you.

Joshua Riley





PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00317    **Entry Date:** 2/27/2023    **Closed Date:** 3/9/2023    **Contact Type:** E-Mail

**Name:** Lilly, Barry T.    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:** ([REDACTED])    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( (none) )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** ([REDACTED])    **Email:** [REDACTED]

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** None

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
Bill is high

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 2/27/2023 8:11:48 AM

Email from Customer:

WATER BILL / Lex Serv \$ 281.26 / \$343.19 my average bill \$36.00 Meter # [REDACTED] Date 12/13/2022 to Date 01/11/2023 39,644 Gallons I have no pool no leak plumber verified Standard In-Ground Pool Volumes in Gallons by Size Pool Size Depth (in feet) 3.5 ft 4 ft 5 ft 6 ft 12x24 7,600 8,600 9,700 10,800 14x28 10,300 11,800 13,200 14,700 15x30 11,800 13,500 15,200 16,900 16x32 13,400 15,400 17,300 19,200 18x36 17,000 19,400 21,900 24,300 19x38 19,000 21,700 24,400 27,100 20x40 21,000 24,000 27,000 30,000 22x44 25,400 29,000 32,700 36,300 25x45 29,531 33,750 37,968 42,187 25x50 32,800 37,500 42,200 46,900 30x50 39,375 45,000 50,525 56,250

**Utility Response:**

**Date:** 2/27/2023 8:48:38 AM

Stacey,

We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

Thank you,  
 Erica Schreffler  
 Customer Advocacy  
 Kentucky American Water  
 2300 Richmond Rd. Lexington, KY 40502  
 Advocate Office: 859.269.2386 option 6  
 Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
 Direct Email: Erica.Schreffler@amwater.com

**Date:** 3/3/2023 12:33:28 PM

Stacey,

**2023-00317 (Continued)**

I attempted to contact Mr. Lilly on 3/1/23 and left a voicemail to set up an appointment to test his meter. He called us back and I spoke with him on 3/2/23 and advised that we would like to test his meter and verify meter to premise with him. He said he would be available on 3/6/23 and so I set up an appointment for those actions on that date. I will continue to update as information becomes available.

Thank you,

Erica Schreffler  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
Direct Email: Erica.Schreffler@amwater.com

**Date: 3/9/2023 8:17:46 AM**

Stacey,

We completed the meter change and test for Mr. Lilly on 3/6/2023 and I've attached a copy of the results to this email. The meter passed the test and the readings were in line with those on Mr. Lilly's bill. I also confirmed with the technician that worked the service order that we had the correct meter for the premise, as Mr. Lilly's meter is in a dual meter box. I spoke with Mr. Lilly this morning and informed him of our findings. He said that he understood and that they would just keep a close eye on it in the future, because they had already paid the bill in question. I again offered Mr. Lilly our direct phone number here at the advocacy office and told him to contact us if he had any questions in the future. If no further information is needed, I will go ahead and close this case.

Thank you,

Erica Schreffler  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
Direct Email: Erica.Schreffler@amwater.com

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00322    **Entry Date:** 2/27/2023    **Closed Date:** 3/1/2023    **Contact Type:** E-Mail

**Name:** Pendones, Mariela    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** (786) [REDACTED]    **Email:** [REDACTED]

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** None

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
Bill is high

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 2/27/2023 10:17:33 AM

Email from Customer:

My house has been vacant for a month because I bought/moved to a new house and my water bill for this empty home was \$120 sewer \$140. I've always paid \$40 each. The house was checked for leaks and was inspected by a professional company. No leaks anywhere and like I mentioned, it's been totally empty and locked. Yet the water company billed this outrageous amount. This seems to be an issue with several people and there is no resolution. Something need to be done about this!

**Utility Response:**

**Date:** 2/27/2023 11:45:25 AM

Stacey,

We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date:** 2/28/2023 11:50:36 AM

Stacey,

I just spoke with the customer who stated they were only in the house from 1/10 – 1/16 which is only about a week of the bill cycle they are disputing. I let the customer know I had requested an hourly usage report and would call to

---

**2023-00322 (Continued)**

discuss that with her once it was available. I explained that the report will allow us to confirm the readings on the bill and give us a better idea when the meter recorded the usage. I tried to be clear that we would not be able to say if the usage was due to a toilet running or a faucet left open but that I hoped the additional information about when the usage occurred would be helpful. I also provided my name and number to the customer in case she had additional questions before the report was ready.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/1/2023 1:51:57 PM**

Stacey,

I just left this customer a voicemail. The hourly usage report does confirm the billed reads. It also shows usage from 2/1 -2/4 that accounts for almost all of the usage on the customer's current bill. I will be emailing a copy of the report to the customer as she requested the last time she and I spoke. Please let me know if you need anything further to help close this case.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00323    **Entry Date:** 2/27/2023    **Closed Date:**    **Contact Type:** Hotline

**Name:** Young, Bobby    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:** ([REDACTED])    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:**    **Email:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:** high bill    **Other Contacts:**

**Processor:** ROSEMARY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 2/27/2023 11:11:03 AM

Customer has gotten 2 very high bills. Contacted KAW was told he must have a leak, had tech from KAW and plumber come out and both said customer did not have a leak. Customer was told meter had been tested and everything was good. Customer is tired of hearing he has a leak, he does not have a leak and now KAW has replaced the meter. Please send copies of the last two bills and a copy of the meter test results to the PSC. Thank you.

**Utility Response:**

**Date:** 2/27/2023 3:01:21 PM

We received Mr. Young complain, we will investigate and send all documents requested, thank you.

Have a great day!

Kind Regards,

Oscar Portillo  
Specialist Service Delivery, Kentucky American Water  
P 859-268-6724  
E oscar.portillo-garcia@amwater.com  
A 2300 Richmond Rd, Lexington, KY 40502

**Date:** 2/28/2023 10:50:00 AM

Oscar, when was the meter replaced and was the old meter tested?  
Rosemary

**Date:** 2/28/2023 2:23:44 PM

**2023-00323 (Continued)**

The new meter was installed on 2/15/2023.

Old meter was tested on 2/17/2023.

**Date: 3/7/2023 12:28:23 PM**

Please provide a meter history for the past 36 months to the PSC, and was the customer notified of high usage?

**Date: 3/9/2023 12:02:18 PM**

Below you will find Mr. Young was not estimated once in the last 36 months. All the reads were actual reads for meter number [REDACTED]. Please let me know if you need any additional information, thank you.

**Date: 3/15/2023 10:40:39 AM**

Was Mr. Young's meter replaced within the past 12 months? Please provide a copy of his April 2022, July 2022, and Dec. 2022

**Date: 3/15/2023 12:21:20 PM**

The answer is NO, his meter was changed on 2/15/2023 to have meter number [REDACTED] tested, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery | Kentucky American Water  
859-268-6724

**Date: 3/17/2023 4:16:31 PM**

To: Brian Rice

From: Rosemary Tutt

Date: March 17, 2023

Re: Request with Executive Director approval for testing of KAW meter

Brian, due to issues with billing and reading of this meter, customer is elderly, verbally request for meter to be tested was made. Information of utility test is enclosed along with meter history for your review.

KAW states the meter is boxed up and waiting to be picked up.

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00412    **Entry Date:** 3/14/2023    **Closed Date:** 3/28/2023    **Contact Type:** Hotline

**Name:** Esters, Gentell    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Rates/Policies ( Objects to utility policy/practices )

**Fax:**    **CBR Nbr:**    (none) ( none )

**Cell:** ( [REDACTED] [REDACTED] )    **Email:**    **Complaint referred by:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
water leak policy

**Processor:** ROSEMARY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 3/14/2023 4:07:02 PM

Customer's landlord told her to call the PSC to get assistance with a \$10,000.00 water bill. Apparently the leak was not fixed for over a month, which resulted in the large bill. Please provide background on this account to the PSC, thank you.

**Date:** 3/15/2023 4:48:37 PM

Customer called said she had spoken with someone at American Water. Person said American Water would look into the issue and contact her back with "an adjustment"

**Date:** 3/23/2023 11:41:24 AM

Spoke with customer, she said KAW has called her to fill out another leak adjustment form, it will be reviewed again.

**Date:** 3/27/2023 10:03:40 AM

Customer has called again saying she has spoken to a Supervisor in the call center and is being told that the leak sounds like a service issue and is resubmitting the leak adjustment. She is getting frustrated because she is being told different things depending on who she talked too.

**Utility Response:**

**Date:** 3/15/2023 9:09:51 AM

We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

Joshua Riley  
Customer Advocacy



**2023-00412 (Continued)**

Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/15/2023 10:25:30 AM**

Good morning, here is what we found while reviewing this account. On 1/26/23 we mailed the first high bill. On 1/30/23 the customer called to inquire about the high bill and a service order was created. On 2/1/23 a second high bill was mailed to the customer. Our service order was worked on 2/8/23 and an hourly usage report was collected. That report shows continual usage from 12/26/22 through 2/1/23. We did call the customer to discuss the service order and email her the report. The customer shared with us a leak was repaired and she would fill out the leak adjustment request form, the type of leak was not discussed on this call. We received the adjustment request on 02/28/23 and the documentation submitted showed the customer had a leak repaired in the crawl space of the property on 2/1/23. We called the customer on 2/28/23 to let her know that we do not adjust for crawl space leaks but were unable to contact the customer due to the voicemail inbox being full. We did also send a letter that stated the leak type was not covered.

I tried calling the customer this morning, but the inbox was still full preventing me from leaving a voicemail. I had hoped to discuss an installment plan and help agencies with the customer if I had been able to speak with her. I have attached the 2 high bills, the hourly usage report, the leak repair document and denial letter to this email for your review. Please let me know if you need anything further to help close this case.

- 1/26/23 – first high bill mailed
- 1/30/23 – customer called and requested a service order in response to the high bill
- 2/1/23 – second high bill mailed
- 2/8/23 – service order completed and Hourly Usage Report collected
  - o report shows usage from 12/26/22 – 2/1/23
- 2/8/23 – customer was called to share Hourly Usage Report
  - o customer shared a leak was repaired and she would fill out the adjustment request form
- 2/28/23 – leak adjustment request form was received
  - o Request was denied due to the leak being in the crawl space
  - o customer was called but the voicemail was full

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/28/2023 3:41:19 PM**

I spoke with this customer both this morning and a couple of times yesterday. The customer was not sure about what was leaking but did provide phone numbers including one for the company who did the work. I called that company and they stated they did repair a leak in the crawl space. As I am sure you are aware this is not a leak we adjust for. I did however reach out to Lex Serv, the customers sewer provider to inquire about an adjustment from them since this water was spilled on the ground. They stated they could provide an adjustment but needed a document stating what the leak was. I emailed the repair document the customer originally sent in for the leak adjustment request and Lex Serv said they could use that.

I spoke with the customer this morning to discuss a payment plan and the customer declined stating she still felt like she was not responsible. She shared with me she has been discussing her legal options and has also contacted tenant services due to the time frame it took her leasing office to affect repairs. The customer shared with me she contacted them about sounds of running water and low pressure before even receiving the first high water bill. I did ask her to please hang onto my name and number in case there was anything else I could do to help. I also let her know that currently her account is on hold until 4/30. Please let me know if you need anything further, thank you.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502

**2023-00412 (Continued)**

Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com



PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00414    **Entry Date:** 3/15/2023    **Closed Date:** 3/16/2023    **Contact Type:** E-Mail

**Name:** Houston, Steve    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:** ([REDACTED])    **Work:**    **Reason:** Rates/Policies ( Objects to utility policy/practices )

**Fax:**    **CBR Nbr:**    (none) ( none )

**Cell:**    **Email:** [REDACTED]    **Complaint referred by:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
Meter issue

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 3/15/2023 7:57:40 AM

Email from Customer:

Bad water meter readings and overcharges since November 2022. Was promised a meter replacement, but issue has not been resolved. Have been in contact with both KAWC, and LexServe City Services.

**Utility Response:**

**Date:** 3/15/2023 8:12:09 AM

Hello Stacey,

Good morning, we had received Mr. Houston complaint. We will research his account and follow up with you and Mr. Houston, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery I Kentucky American Water  
859-268-6724  
oscar.portillo-garcia@amwater.com  
2300 Richmond Rd, Lexington, KY 40502

**Date:** 3/15/2023 10:09:18 AM

Hello Stacey,

I called Mr. Houston earlier and I left a voice mail. Mr. Houston received a miss read back in November. On 12/16/2022 a

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**2023-00414 (Continued)**

service order confirmed a misread and his statement was adjusted.

As of now Mr. Houston has credit of \$356. 19. Once I speak with him, I will let you know, thanks.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery | Kentucky American Water  
859-268-6724  
oscar.portillo-garcia@amwater.com  
2300 Richmond Rd, Lexington, KY 40502

**Date: 3/16/2023 8:11:50 AM**

Hello Stacy,

Good morning, I called Mr. Houston several times yesterday and left three voice mails, but I never receive a call back from him. I will continue call him through the day today.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery | Kentucky American Water  
859-268-6724  
oscar.portillo-garcia@amwater.com  
2300 Richmond Rd, Lexington, KY 40502

**Date: 3/16/2023 9:27:11 AM**

Hello Stacey,

I finally spoke with Mr. Houston, he requested to have meter change. He was frustrated because he asked to have it change few months ago. I created a service order for Monday 3/20/2023 to change his meter.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery | Kentucky American Water  
859-268-6724  
oscar.portillo-garcia@amwater.com  
2300 Richmond Rd, Lexington, KY 40502

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00447    **Entry Date:** 3/22/2023    **Closed Date:** 3/23/2023    **Contact Type:** E-Mail

**Name:** Jouett, Richard    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:** ([REDACTED])    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** ([REDACTED])    **Email:** [REDACTED]

**Contacted Utility?**     **Spoke with:** Erica

**Cust Relations:** None

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**

Bill is high

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 3/22/2023 7:50:44 AM

Email from Customer:

Richard H. Jouett [REDACTED] [REDACTED] [REDACTED] KAWC  
 Account No. [REDACTED] Re: Billing Period 12/28/2022 – 1/30/2023 February 2, 2023 • Received monthly email  
 advising that my new statement is available for viewing. • Statement showed consumption of 6732 gallons, more than 3  
 times the amount used during the same period one year prior. • Inspected all sources of water usage in the house, all  
 faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes. •  
 Called KAWC to request assistance. 1st available inspection appointment set for 2/17/23. February 17, 2023 • KAWC  
 representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our  
 side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for  
 the period in question. I was told to expect to hear from someone locally within 72 business hours. February 24, 2023 •  
 When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at (859)  
 269-2386 but was connected to a customer service call center in North Carolina. The folks in this office can quote  
 company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to  
 speak with someone in the Lexington, KY office to no avail. March 1, 2023 • I wrote and mailed a letter to the Lexington,  
 KY office of KAWC detailing my frustrating experience thus far. • At this point, I am simply trying to be able to discuss this  
 matter with someone in our local office who is likely to be familiar with the local environment and proceedings. • I received  
 a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that  
 she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question. March  
 7, 2023 • I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated  
 from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts.  
 Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption  
 during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons. March 10 –  
 16, 2023 • Several emails with Erica. She has stated several times that KAWC is not able to determine where the water  
 goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a  
 meter replacement and testing on March 20, 2023. March 20, 2023 • Technician Richard Young arrived and replaced the  
 meter. March 21, 2023 • Received email from Erica stating that our meter passed the bench test which means it was  
 functioning correctly. Comments • We have lived at this address since our house was built in 1989. The meter reading for  
 the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause,  
 but there was a significant event during this period. • What could explain that for 34 years, our consumption has remained

**2023-00447 (Continued)**

consistent before and after the period in question and has resumed at the same rate for two months since. • Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result. • We have spent considerable personal time and resources to determine that we do not have a leak on our property. • KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers. Unanswered Question • How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?

**Date: 3/22/2023 1:45:39 PM**

Email to Customer:

Thank you for contacting the KY Public Service Commission.

We have received all of the information from KAW regarding your complaint. They have done everything that is required of them at this point. The next step would be for you to write a letter requesting us to check your meter. You may send the letter to KY PSC, P.O. Box 615, Frankfort, KY, 40602. Once we receive your request in writing, we will then test the meter. If this meter passes inspection, the last step you may take is to file a formal complaint with us against KAW. We will mail you paper work to fill out and send back to us. The paper work will go straight to our legal department for review. They will decide if you have a case or not.

**Date: 3/23/2023 8:55:00 AM**

Please send me the paperwork necessary to file the formal complaint.

Ricard H. Jouett

**Date: 3/24/2023 11:49:57 AM**

March 24, 2023

Richard Jouett  


Re: Complaint against Kentucky American Water

Dear Mr. Jouett:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint.

Please complete the forms and return them to the above address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Rosemary Tutt  
Kentucky Public Service Commission  
Consumer Service Branch Manager

**2023-00447 (Continued)**

502-782-2576

Enc.

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**Utility Response:**

**Date: 3/22/2023 8:19:52 AM**

Hello Stacey,

We received the complaint for Mr. Richard, I will follow up with him and you with more detail about his complaint.

Kind Regards,

Oscar Portillo  
Specialist Service Delivery | Kentucky American Water  
859-268-6724  
oscar.portillo-garcia@amwater.com  
2300 Richmond Rd, Lexington, KY 40502

**Date: 3/22/2023 1:35:00 PM**

Hi Stacey,

Thank you for sending us this case.

I have already spoken with Mr. Jouett at length about his concerns. Here is a summary of our conversations and my research:

- 2/17/2023: Mr. Jouett worked with our call center to get a service order scheduled. This order was to check for movement on his meter and to obtain a data log. While Mr. Jouett initially stated on the call that no one from KAW showed up, we have documented notes from our technician. The technician notes that there was no movement on the meter while he was there and that all equipment was functioning properly. This meter type cannot be data logged by our standard field technician, so a request was placed to have a meter reader come back to the property to obtain the data log.
- 3/2/2023: Mr. Jouett spoke with our call center and his concerns were escalated to our local office. After receiving this, I attempted to contact the customer twice, but was unable to speak with him or leave a voicemail as his voicemail was full.
- 3/9/2023: I received the data log results and was able to share that information with Mr. Jouett via email. That same day, he replied expressing some confusion with interpreting the results, so I narrowed down and highlighted the data to be more reflective of the time frame in question (12/28-1/30.)
  - o Over email, Mr. Jouett continued to ask where the water was used, however that is not information KAW is able to provide. I advised that once the water passes through the meter, it is the customer's responsibility, and we would not be able to tell him where the water was used. I did offer to set-up a meter test at this point. Eventually, the customer agreed to a phone call on 3/17 to discuss his concerns further.
- 3/17/2023: I spoke with Mr. Jouett and we agreed to set-up a service order for 3/20. This service order was to pull the meter for testing and to do a meter-to-premise verification, which ensures that we have the correct meter connected to his home.
- 3/20/2023: The service order was completed, and the technician verified the meter-to-premise information. The technician brought the meter to our shop for testing.
- 3/21/2023: Mr. Jouett emailed me again, asking for additional clarification on his data log. I replied with that clarification as well as the completed meter test results which show that meter was functioning correctly and passed the test at all three flows.
- 3/22/2023: Mr. Jouett emailed me with his timeline document (the same that was included in his PSC Inquiry.) Upon receiving the PSC Inquiry, I called Mr. Jouett to let him know I would be sending everything that I have already shared with him to the Commission. He understood and again asked me to explain where the water went. I reiterated that this was still not information we could provide for him.

Attached to this email you will find:

- The meter test, which passed at all three flows.



**2023-00447 (Continued)**

- The customer's data log (hourly usage report)
  - o As you can see, there was consistent high usage between 1/18 around 3:47pm and 1/19 around 10:47am. His usage before and after that time frame appear "normal."
  - A copy of the customer's bill, which shows higher-than-normal usage consistent with our data log.
    - o This bill was for \$61.59.
    - o His prior bill was for \$36.59, and the following bill was \$31.63.

If I can offer any further information or assistance, please let me know.

Thank you,

Erica Schreffler  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
Direct Email: Erica.Schreffler@amwater.com

PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00458    **Entry Date:** 3/24/2023    **Closed Date:** 4/6/2023    **Contact Type:** E-Mail

**Name:** Wampler, Suzy    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** (859) [REDACTED]    **Email:** [REDACTED]

**Contacted Utility?**     **Spoke with:**

**Cust Relations:** None

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
Bill is high

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 3/24/2023 9:44:09 AM

Email from Customer:

My KY american water bill from November to December 2022 went from an average use of 35 gallons a day and a \$35 bill to 129 gallons a day and a \$233 bill, without any change in our actual household usage.

**Utility Response:**

**Date:** 3/24/2023 10:37:43 AM

Stacey,

We have received this inquiry and will investigate and follow up with the customer and also the PSC office, thank you for bringing this to our attention.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date:** 3/24/2023 2:47:41 PM

Stacey,

I reviewed this account and the bill the customer is talking about shows additional charges due to a stuck meter. The charges are itemized on the bill and we also sent a letter to the explaining this. I have attached both to this email. I did call the customer to share this information earlier but had to leave a voicemail. Please let me know if you need anything further to help close this case.

**2023-00458 (Continued)**

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/24/2023 3:04:59 PM**

Stacey,

I will let you know once the customer and I are able to discuss this. I do see those dates showing differently on the letter from what was on the bill, I will ask to have that reviewed. Thank you.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/28/2023 9:12:08 AM**

Good Moring Stacey,

The customer has yet to return my call. I did call again this morning, the call went directly to the customers voicemail. I did leave another message letting her know my contact information and that I was calling to discuss the case she had opened with your office. If I do hear from the customer I will be sure to let you know. Also I have attached the letter showing the updated dates.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/28/2023 9:58:24 AM**

Stacey,

I have sent an email asking the customer to give me a call. May I ask if your office has heard from the customer since the originally submission?

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 3/30/2023 11:02:03 AM**

Good Morning Stacey,

I have not heard from the customer on this.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com

**Date: 4/6/2023 7:50:09 AM**

**2023-00458 (Continued)**

Good Morning Stacey,

No I have not heard from the customer about this. I did check the account today and I do not see any other contact attempts from the customer, for example I was looking to see if she had called the call center by mistake. I also see that her account is now current. She was on an installment plan for the back billed amount but that has all been paid and she only owes \$39.73 which has a due date of 04/16/23.

Joshua Riley  
Customer Advocacy  
Kentucky American Water | 2300 Richmond Rd | Lexington KY 40502  
Advocate Office 859.269.2386 option 6 | kawc\_-\_customeradvocacy@amwater.com



PSC Consumer Inquiry System

5/2/2023

**Complaint:** 2023-00473    **Entry Date:** 3/30/2023    **Closed Date:** 4/14/2023    **Contact Type:** E-Mail

**Name:** Schoeder, Chrystal    **Utility:** Kentucky-American Water Company

**Address:** [REDACTED]    **Utility Nbr:** 15800    **Location:** Residence

**County:** Fayette    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Billing ( High bill/consumption )  
(none) ( (none) )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** ( [REDACTED] )    **Email:** [REDACTED]

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:**    **Contact's** (859) 269-2386 6

**Preliminary Description:**    **Other Contacts:**  
Bill is high

**Processor:** STACEY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes  No

**PSC Narratives:**

**Investigator:** STACEY

**Date:** 3/30/2023 10:32:15 AM

Email from Customer:

Our December/January bill showed water consumption over 3 times our normal consumption over a 7 year period for this time frame. KAWC researched the logs and have no idea why the water consumption was inexplicably high. They tried to blame it on the cold weather and dripping the faucet. Cold weather and dripping faucets have occurred during other winter seasons without this high rate. In the end, they offered me a 50% credit on the excessive fee. Now I'm hearing from all sorts of people across Lexington who ALSO had a water consumption 3 times higher. I don't think it's our water consumption, but rather a mistake with KAWC. We can't all be to blame for the same problem.

**Utility Response:**

**Date:** 3/30/2023 10:47:42 AM

Stacey,

We have received this complaint and will investigate and follow up with the customer and the PSC office. We appreciate you bringing this to our attention.

Thank you,

Erica Schreffler  
 Customer Advocacy  
 Kentucky American Water  
 2300 Richmond Rd. Lexington, KY 40502  
 Advocate Office: 859.269.2386 option 6  
 Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
 Direct Email: Erica.Schreffler@amwater.com

**Date:** 4/3/2023 8:52:48 AM

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**2023-00473 (Continued)**

Stacey,

I have spoken with Chrystal Shoeder and we are having her meter pulled for testing today. I will update when we receive those results

Thank you,

Erica Schreffler  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
Direct Email: Erica.Schreffler@amwater.com

**Date: 4/11/2023 8:43:15 AM**

Good morning Stacey,

I have received the information for this case and will be reviewing it and going over it with the customer today. I was out of the office for a couple of days.

Thank you,

Erica Schreffler  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
Direct Email: Erica.Schreffler@amwater.com

**Date: 4/14/2023 9:39:32 AM**

Stacey,

I spoke with the customer on Wednesday. I informed her that we received her meter test, and that the meter passed all benchmarks. I informed her that we were unable to tell where the water went once it had passed through the meter and she said she understood. This meter cannot be data logged. I also followed up with our accounting department to verify that she receives the \$25 courtesy credit that she was promised. You'll find the documents pertaining to this case attached. If there's anything else I can do to aid in closing this case, please let me know.

Thank you,

Erica Schreffler  
Customer Advocacy  
Kentucky American Water  
2300 Richmond Rd. Lexington, KY 40502  
Advocate Office: 859.269.2386 option 6  
Advocate Email: KAWC\_-\_CustomerAdvocacy@amwater.com  
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