

alleges the utility failed to comply with and facts, with details, of the alleged failure. In accordance with 807 KAR 5:001E, Section 20(4)(a), the Commission examines a complaint to determine whether the complaint establishes a prima facie case and conforms to the administrative regulation. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

If a complaint fails to establish a prima facie case or conform to the administrative regulation, 807 KAR 5:001E, Section 20(4)(a)(1) provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001E, Section 20(4)(a)(2) provides that if the complaint is not amended within the time that the Commission grants, then the complaint shall be dismissed.

DISCUSSION AND FINDINGS

In his complaint, Mr. Jouett alleged that Kentucky-American improperly billed him for water that he did not use. However, he provided only a copy of one bill to the Commission and he did not file any meter test results.

Based on a review of the complaint, the Commission is unable to determine, at this time, whether the complaint establishes a prima facie case because there are allegations but not documents regarding the basis for the bills. Because the allegations support further investigation into the merits of the complaint, the Commission finds that Mr. Jouett should file, within 20 days of service of this Order, the following information:

1. Copies of Mr. Jouett's Kentucky-American bills from January 2022 through the current bill.

2. Copies of any written requests to Kentucky-American for the meter to be tested. If a request was made by phone, information regarding the date of the request and the date of the meter test.

3. Copies of a meter test on the meter at issue, if the meter was tested.

IT IS THEREFORE ORDERED that:

1. Mr. Jouett shall file the following with the Commission within 20 days of service of this Order:

a. Copies of Mr. Jouett's Kentucky-American bills from January 2022 through the current bill.

b. Copies of any written requests to Kentucky-American for the meter to be tested. If a request was made by phone, information regarding the date of the request and the date of the meter test.

c. Copies of a meter test on the meter at issue.


2. Mr. Jouett shall file the documents pursuant to ordering paragraph 1 by electronic mail to PSCED@ky.gov or by US Mail to P.O. Box 615, Frankfort KY 40602-0615, referencing the case number for this proceeding.

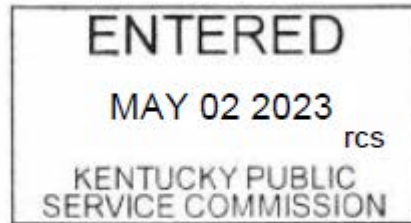
3. A copy of this Order will be served by U.S. Mail, first class, to Mr. Jouett at 2379 Harrods Pointe Trace, Lexington, Kentucky 40514.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner



ATTEST:


Executive Director

Richard Jouett
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Lexington, KENTUCKY 40514

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